

MOUNT PROSPECT PUBLIC LIBRARY

DENIAL OF SERVICE

POLICY STATEMENT:

1. The Mount Prospect Public Library affirms Article 5 of the American Library Association's Library Bill of Rights:

"A person's right to use a library should not be denied or abridged because of origin, age, background, or views."

2. The use of Mount Prospect Public Library facilities or services will not be abridged or denied solely on the basis of the medium of patron contact, whether in-person, by telephone, or by other electronic means.
3. The use of Mount Prospect Public Library facilities and services may be limited when the presence of such patron and/or his excessive demands for staff time, available materials, or space impair or risk impairing, the provision of library services to other individuals or groups.
4. The use of Mount Prospect Public Library facilities and services may be denied for due cause. Such cause includes, but is not limited to, any of the following:
 - a. Failure to return library materials;
 - b. Failure to pay overdue penalties;
 - c. Excessive and continued noise;
 - d. Running and playing on library property;
 - e. Fighting;
 - f. Assault of a staff member or member of the public;
 - g. Deliberate damage of Library materials, property, or facilities;
 - h. Littering;
 - i. Intoxication;
 - j. Drinking from uncovered containers in the Library;
 - k. Eating in an area other than the first floor lobby area adjacent to the main entry at the Main Library; eating is prohibited at the South Branch;

- l. Possession of a weapon, alcohol or illegal drugs;
 - m. Use of tobacco products;
 - n. Loitering;
 - o. Sleeping;
 - p. Theft;
 - q. Harassment of staff or other patrons;
 - r. Shaving, laundering, bathing in restrooms;
 - s. Behavior of any kind dangerous to individuals, staff, or other patrons;
5. Patrons of the Library may be ejected from the Library building and grounds by Library staff when they engage in behavior which disrupts normal Library activities.
6. All Mount Prospect Public Library staff are responsible for enforcing library policies regarding the general safety of employees and patrons, protection of Library property, and proper department on Library grounds.

Approved June 18, 2009

PROCEDURES:

1. The following procedures will be observed by staff in dealing with patron disturbances.
 - a. An initial warning will be issued by staff to patrons engaging in disruptive or otherwise prohibited behavior.
 - b. In the event of a continuing disturbance, staff will issue a second patron warning, including a statement that any further disturbances will be grounds for ejection. Staff issuing a second warning to a patron will notify all in-charge staff of the situation.
 - c. Should the disturbance continue, staff will notify in-charge staff, who may request that the patron(s) leave the premises.
 - d. In the event a disruptive patron, upon request of in-charge staff, refuses to leave the library premises, in-charge staff may, at their discretion, contact local police for assistance.
 - e. In all cases in which any individual has been asked to leave the library premises, and/or in which local police have been called for assistance, in-charge staff will complete and file a patron report online describing action and including, if known, names of individuals involved.
2. The Executive Director will notify the Library Board in cases of continued, wanton, or severe violations of Library regulations and when Library service is denied in excess of twenty-four (24) hours to a patron for such violations.

Approved June 18, 2009