

## HEALTH AND SAFETY POLICY

It is the responsibility of the Elmhurst Public Library to maintain a healthy and clean environment for all Library users and to protect the community's investment in Library collections, equipment, and property. In order to fulfill this responsibility, the Library may restrict a user's ability to borrow and/or to visit Library facilities when such use may jeopardize the health and cleanliness of Library facilities, collections and users.

Examples of situations where borrowing of materials may be suspended include, but are not limited to:

- Evidence that items on loan to a patron may have been returned with insects that are known to be damaging to library materials, e.g. roaches, silverfish and some types of beetles.
- Evidence that items on loan to a patron may have been returned with insects that can result in pest infestations in Library facilities, e.g. bed bugs or roaches.

Examples of situations where access to Library facilities may be suspended include, but are not limited to:

- Patrons or patron possessions with fleas or lice.
- Patrons with clothing that is stained with bodily fluids.
- Patrons who are exhibiting evident signs of a communicable illness.

If it is necessary to suspend Library privileges of a patron in order to protect Library collections, facilities or other users, notification of the suspension will be made by the person in charge of the Library. Access to facilities and borrowing will be restored when the suspended patron demonstrates that the situation that caused the loss of privileges has been remediated.

Any patron who has privileges suspended under this policy, may have the decision reviewed by the Board of Trustees at their regular meeting.

## **POLICY ON USE OF MEETING ROOMS**

The Elmhurst Public Library welcomes the use of its meeting rooms by community groups when such use will not interfere with the primary functions of the Library. As a limited public forum, Library meeting room use will not be denied to any person or organization because of race, creed, or color. The Library Board subscribes to the tenets of the Library Bill of Rights, which states in part: “Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.” Use of the meeting room does not constitute Library endorsement of the viewpoints expressed by the participants in the programs.

First priority for use of the meeting rooms is given to Library-sponsored meetings or programs. The following groups also may use meeting rooms for cultural, civic, and informal educational purposes:

- Library-related groups
- Elmhurst governmental organizations
- Elmhurst not-for-profit organizations or corporations.
- Elmhurst non-business related local clubs or organizations
- Elmhurst businesses (for a fee).

Meeting rooms may not be used for gatherings of a purely social nature.

In each case, an adult Elmhurst Public Library cardholder must take responsibility for the group’s use of the room. All users are responsible for complying with the provisions of the Americans with Disabilities Act, which require that a meeting or materials at a meeting be provided in an accessible format in response to a request.

All meetings must be open to the public, and groups may not charge admission, solicit signatures for petitions, or require donations for their meetings. No products or services may be promoted, solicited, or sold except at Library-sponsored events. Refer to the Library’s *Solicitation and Selling Policy in the Library* for further clarification.

Meetings shall not interfere with the public’s use of the Library in any way. Examples of such interference include, but are not limited to, excessive size, noise, activity outside the meeting room, or any other disturbance that violates the Public Conduct Policy. Library administrative staff is authorized to deny use of a meeting room at their sole discretion based on the anticipated availability of parking space at the requested time or other factors which may impair the public’s access to library services.

The Library reserves the right to modify this policy and to cancel any reservation due to unforeseen circumstances. The Library may also cancel a group's reservation(s) if the meeting room policy is violated.

The Library Director is authorized to establish reasonable regulations governing use of the meeting rooms and related fees.

## MEETING ROOM REGULATIONS

### Reservations:

- Meeting rooms may be ~~reserved~~ requested only by a person with an Elmhurst Public Library card in good standing. This contact person is responsible for the room. They should be present at the library before staff open the meeting room to the group, and they should be present throughout the scheduled meeting.
- Meeting rooms can be ~~reserved~~ requested online, in person or by phone.
- Meeting rooms may be ~~reserved~~ requested up to 90 days in advance.
- Subject to capacity and the availability of staff to assist, non-profit groups, and Elmhurst Businesses may reserve the Computer Lab for training. Reservations may be made for the Computer Lab no more than 60 days and no less than one week in advance. Fee applies.
- ~~Meeting Room Use Agreement forms must be submitted to the Office Manager through the mail, by fax or in person Monday through Friday from 9 a.m. to 5 p.m.~~
- Reservations are not final until confirmed by Library staff.
- Reservations will be taken on a first come, first served basis.
- ~~A group or individual may reserve a maximum of 12 repeating dates per year in Library meeting rooms. Additional dates may be reserved depending upon availability.~~
- The contact person should notify the Library of a cancellation as soon as possible, but no less than 24 hours in advance. Repeated cancellations or unused reservations (2 or more within a 12-month period) will result in denial of meeting room use.

### Fees:

- Library-related groups, Elmhurst governmental organizations, non-profit groups (as defined by 805 ILCS 105) and non-business related local clubs and organizations may use the meeting rooms free of charge.
- Elmhurst businesses will be charged a fee of \$25.00 to use the meeting rooms. Payment is required prior to the meeting.
- Any group may use the meeting room sound system and microphones free of charge if requested in advance and subject to availability.

- The meeting rooms have wifi access and projection capabilities for individuals who bring their own device. Individuals may checkout a laptop at the Circulation Desk with their Library card, to use in-house.
- Elmhurst non-profit groups will be charged a fee of \$50.00 to use the Computer Lab, and Elmhurst businesses will be charged a fee of \$100.00 to use the Computer Lab.

Hours:

Meetings may be scheduled during the following times:

- Monday – Friday: 9:30 a.m. - 2:00 p.m. and 5:00 - 8:30 p.m.
- Saturday: 9:30 a.m. – 4:30 p.m.
- Sunday: 1:30 p.m. – 4:30 p.m.

Groups may arrive at the meeting room up to 15 minutes before the meeting begins and must leave the room at their scheduled end time. All meeting rooms must be vacated 15 minutes prior to closing time.

Clean-up:

- The room must be returned to its original condition at the end of the meeting. A fee commensurate with the work required, but not less than \$25, will be charged if the room is not left in its original condition or the pantry and serving utensils are not clean. The organization will be barred from further use of the room and the contact person's library card will be blocked until any such fees are paid.

Damage:

- No alterations may be made to the room, and nothing may be attached to the walls.
- No flames of any kind are permitted, including lit candles and Sterno cooking fuel.
- Costs for damage resulting from use of the meeting room that requires replacement or professional cleaning will be the responsibility of the contact person. The organization will be barred from further use of the room and the contact person's library card will be blocked until such damages are paid.

Publicity:

- All publicity must state that the Elmhurst Public Library is not a sponsor of the organization's program.

Regular Use by Groups:

- Groups may not use the Library's address or phone number as the organization's contact point.
- Groups may not store any items at the Library.

Food:

- Only non-alcoholic beverages and cold food such as light snacks or box lunches may be served in the meeting rooms. Catered meals, other than box lunches, and food preparation are not permitted. Hotplates, Sterno cooking fuel, and other products that are used to heat food are prohibited.
- All supplies must be provided by the organization.
- No food is permitted in the Computer Lab
- Brewpoint is the Library's in house coffee shop and they can be reached at <https://brewpointcoffee.com/> to arrange catering of coffee and/or pastries.

Pantry:

- Only one group at a time may reserve the pantry.
- Use of the pantry includes use of coffee pot, hot water pot and a limited number of serving trays and utensils.
- You must bring your own coffee grounds and filters.

Supervision:

- Adequate supervision by at least one adult per 10 children must be provided for groups of young people less than 18 years of age.

Staff Assistance:

- Meeting rooms (except for the Gathering Room) and any equipment will be set up in advance as requested.
- The Gathering Room's moveable furniture may be rearranged by patrons. No staff set-up is available for this room.
- The Large Meeting Room may be divided in half. The room will stay divided throughout the entire meeting.
- Room setups and equipment will not be changed on the day of the meeting.

Penalties:

- Failure to comply with the above regulations will result in loss of meeting room privileges.
- In the case of a serious disturbance, the group will be asked to vacate the room immediately, and the police will be called.

## **PUBLIC CONDUCT POLICY**

### **Policy:**

The staff and Board of the Elmhurst Public Library are committed to providing our patrons with a positive, satisfying experience when they use the Library's facilities, services, and materials. While in the Elmhurst Public Library or on Library property, members of the public are to conduct themselves at all times in a manner that does not interfere with others. Anyone who disregards this Public Conduct Policy is subject to restrictions of Library privileges and/or removal from Library property.

### **Conduct guidelines include but are not limited to the following:**

- Behaving in a way that disrupts or interferes with the normal operation of the Library or disturbs Library users or staff is not allowed. This includes, but is not limited to, rowdiness, running, throwing objects, cursing, using threatening language or other inappropriate behaviors.
- Harassing Library staff or users, including verbal or physical harassment or abuse is not permitted.
- Obeying requests of Library staff members or security monitors is expected.
- Noise level should be maintained at a level that is neither disturbing to other patrons nor disruptive to Library service.
- The Kids' area is a dedicated space specially designed to serve the needs of minors and their caregivers. Unaccompanied adults may be asked to relocate by Library staff.
- The Middle School Hangout is a space specially designed for kids in grades 6-8. Library users who are not in this demographic may be asked to relocate by Library staff.
- The Teen Area is a space specially designed for teens in grades 9-12. Library users who are not in this demographic may be asked to relocate by Library staff.
- Defacing or damaging Library property or committing any other act of vandalism is strictly prohibited.
- As per Illinois Public Act 095-0017, smoking is not allowed anywhere in the Library and is banned within 15 feet of building entrances and air intakes. E-Cigarettes are also not permitted. Smoking is also prohibited in the John Carroll Reading Garden.
- Disturbing others with strong odors to the extent that the use of Library facilities, collections, or services is disrupted is not allowed.
- Patrons must wear shoes and shirts in the Library.

Adopted 5/85; rev. 12/15/92, 1/17/95. 10/15/02, 3/16/04, 5/18/04, 9/21/04; 1/18/05; 1/17/06; 12/18/07; 9/15/09; 11/17/09; 2/16/10; reviewed 12/10; 4/19/11; updated 3-18-14; revised 1/19/2016; revised 4/16/19; reviewed 5/17/22

- Library use may be restricted if signs of a communicable illness are evident.
- Personal items are not to be left unattended. The Library is not responsible for items left unattended, and may report suspicious items to law enforcement.
- Use of skateboards, roller blades, and other sporting equipment is not allowed in the Library.
- Any type of weapon, explosive, or destructive material is banned from Library property.

**Enforcement:**

Individuals who fail to abide by the Public Conduct Policy may be asked to leave the premises. Elmhurst Public Library staff is trained to call the police for assistance with any conduct violation that is escalating to ensure the safety of Library patrons and staff. Library staff is authorized to ban individuals who repeatedly or egregiously violate the Public Conduct Policy. Any individual who has been banned, may have the decision reviewed by the Board of Trustees.

## **REFERENCE POLICY**

### **PURPOSE**

The following policy is designed to ensure that Elmhurst patrons (persons with EPL cards, people with access to an Elmhurst Business Library Card, Elmhurst residents, or persons with EPL Workperks) receive the highest possible level of accurate, efficient, and user-friendly service. Limited reference service will be provided to individuals from other communities.

### **SERVICE TO ELMHURST PATRONS**

#### **I. Availability of service**

Reference service will be provided on an equitable basis by trained, Elmhurst Public Library staff to all Elmhurst patrons. Library staff will strive to provide service in a manner that preserves the privacy of the patron.

Reference service will be provided in response to all forms of inquiry. In general, if transactions cannot be completed within five minutes, a patron will be contacted later with the desired information. Typically, a response or status report will be provided within 24 hours.

Due to time constraints and the difficulty of accurately communicating large amounts of data, only a limited amount of information will be provided by Library staff over the phone. Individuals requesting large amounts of information or assistance with research projects may be asked to come to the Library or be instructed on how to locate the information themselves.

#### **II. Service priorities**

In-person requests will take precedence over other requests to the extent that they can be answered while the patron is waiting. There is no set limit to the amount of time that may be spent on a reference question; the librarian will decide when all reasonable sources have been exhausted. When other patrons are waiting, staff will generally defer complex questions to a less busy time. Questions requiring further research will not be accepted without the patron's name and contact information.

#### **III. Sources and types of information provided**

Reference staff can use available sources of information within reason to answer questions subject to policy limitations. Long-distance telephone calls and/or email may be used to answer questions. Citations to sources of information will be given when questions are answered.



The librarian's personal opinion will never be given as fact. While the librarian will provide sources of information, information will not be interpreted and the librarian will not offer legal, medical, or tax advice. When the requested information is not readily available through Library sources, patrons may be referred to another organization with subject-specific expertise.

Staff will guide people doing extensive research or compiling large amounts of information to appropriate sources. Post-secondary students will be directed to their college or university library when EPL resources are insufficient. When a patron requests an item which is not on the shelf or not in the Library's collection, staff will assist the patron in obtaining the material.

#### **IV. Homework Assignments (Elementary and Secondary Students)**

Library staff will cooperate with Elmhurst elementary and secondary schools in handling homework assignments. Assignment alerts will be solicited from the schools, and preparations will be made to deal with large assignments. Where appropriate, materials will be pulled and placed on in-house reserve to ensure that adequate resources are available for all students. Instruction in the use of library materials will be provided if desired, but in general, homework questions will be treated like all other reference questions.

#### **V. Fees**

Reference service will be provided free of charge except when charges are levied by a supplying agency. The patron will be responsible for these charges. For information about ILL and photocopy services, see Circulation Policy 5.4.

Patrons specifically asking staff to print material (articles, tax forms, recipes, etc.) will be charged the standard fee for printing per page. Staff may print some material for patrons free of charge while researching a reference question. Typically, if more than 10 pages are printed during the course of a question, staff will start charging for printing.

#### **SERVICE TO NON-ELMHURST PATRONS**

As time permits, limited reference service will be available to non-Elmhurst patrons. Non-residents who visit the Library will be guided in finding resources but will be referred to their local libraries when the information sought is not readily available at the Elmhurst Public Library. Patrons contacting the Library remotely will be referred to their local libraries if the information requested cannot be provided quickly. Elmhurst information, which is unavailable elsewhere, will be emailed or mailed only in the case of requests from outside the Chicago metropolitan area.

## SOLICITATION AND SELLING IN THE LIBRARY

The Library Board seeks to provide a pleasant atmosphere for Library patrons using this facility. Therefore, the following regulations have been adopted.

1. No organization or individual shall be permitted to solicit monetary donations on Library property or place in the Library any receptacle to solicit monetary donations.
2. No organization or individual shall be permitted to sell tickets of any kind, or ask Library personnel to sell tickets of any kind, on Library property.
3. No organization, business or individual shall be permitted to distribute advertising material **on Library property**. ~~or solicit information directly from patrons on Library property.~~
4. No organization or individual shall be permitted to circulate a petition or solicit signatures from patrons or staff within the Library. **Circulation of petitions is allowed outside of the Library building and must be conducted at least 25 feet from the entrance of the Library. This activity may not disrupt Library operations, impede people from entering or leaving the Library, or create unsafe traffic patterns on the Library's sidewalks or parking lots.**
5. Exceptions:
  - A. Library staff and volunteers may conduct surveys related to Library business in any part of the library.
  - B. Friends of the Elmhurst Public Library may solicit donations and memberships in their organization.
  - C. Limited selling activity by Library staff members to other Library staff members is allowed in the staff lounge of the Library. Such activities must be conducted only during off-duty hours.
  - D. The Library may offer used items to the public for a specified donation amount. ~~The Library will not engage in regular retail sales of merchandise.~~
  - E. Organizations authorized by the City of Elmhurst may make presentations to city staff regarding donations or employee benefits.