

# **Melrose Park Public Library Policy Handbook**

## Contents

CONFIDENTIALITY OF RECORDS.....	3
UNATTENDED CHILDREN POLICY .....	4
SERVICE ANIMAL POLICY.....	4
LIBRARY PROGRAMMING .....	5
PROGRAM AND CLASS FEES.....	5
PROGRAM REGISTRATION AND ATTENDANCE .....	5
SALE OF MERCHANDISE BY SPEAKERS .....	6
SOLICITATION AND SELLING IN THE LIBRARY .....	7
EMERGENCY CLOSINGS.....	8
TRANSPORTATION OF PATRONS IN STAFF VEHICLES .....	9
LIBRARY CARDS .....	10
NON-RESIDENT POLICY AND FEES .....	12
RECIPROCAL BORROWING AND ILL .....	12
SCHEDULE OF FINES AND FEES .....	13
OVERDUE AND/OR CLAIMED RETURNED MATERIALS .....	14
LOST AND DAMAGED MATERIALS .....	14
SALE/DISPOSITION OF LIBRARY MATERIAL.....	16
COMMUNITY INFORMATION – DISTRIBUTION AND POSTING .....	17
MATERIALS SELECTION POLICY.....	18
LIBRARY MATERIALS RECONSIDERATION AV MATERIAL FORM .....	20
LIBRARY MATERIALS RECONSIDERATION PRINT MATERIAL FORM .....	20
DONATIONS POLICY .....	21
COMPUTER/WIFI USAGE POLICY .....	23
INTERLIBRARY LIBRARY/OCLC LOAN POLICY .....	26
LIBRARY USER POLICIES .....	27
COMPLAINTS FROM PATRONS .....	28
SUSPENSION OF LIBRARY PRIVILEGES.....	29

## **CONFIDENTIALITY OF RECORDS**

The Melrose Park Public Library abides by Illinois Law, which states that the records of patron transactions and the identity of registered library patrons is confidential material. The Melrose Park Public Library does not make available the records of patron transactions to any party except in compliance with the law. The Melrose Park Public Library does not make available lists of registered library patrons except in compliance with the law.

## **UNATTENDED CHILDREN POLICY**

- Parents are responsible for their children while they are in the Library. Children under the age of 7 must be actively supervised by a parent or other responsible caregiver (age 12 or older) at all times while in the Library.
- A parent, guardian, or caregiver must remain in the Library while his/her child under age 7 attends a program.
- All children must be picked up by closing time. The Library staff will attempt to contact parents of children whose safety is in doubt. If parents or caregivers are unavailable, the staff will contact the Melrose Park Police Department to provide custody.

## **SERVICE ANIMAL POLICY**

Other than animals that serve as service animals assisting persons with disabilities, and animals that are participating in a library event, no animals are allowed in the library.

MPPL welcomes well-behaved service animals in the library with the following conditions:

- Service animals that are dogs must be kept on a leash or harness.
- Service animals must remain by owner's side and under owner's control at all times.
- If a service animal's behavior poses a direct threat to the health or safety of others, or causes a disturbance, it may not stay in the library.

## **LIBRARY PROGRAMMING**

In order to engage the community, highlight the library's resources, and provide a social outlet, the library will present a variety of educational, cultural, informational and entertainment programs for children and adults of all ages.

In planning programs, the Library will attempt to hire presenters who do not have a vested interest in selling their products or services to participants. Presenters are prohibited from asking for participants' names. The speaker may leave business cards for participants to pick up after the program should anyone be interested. For sale of merchandise during a program, see Policy "Sale of Merchandise by Speakers"

## **PROGRAM AND CLASS FEES**

Most Library programs will be presented free of charge. Administrative staff is authorized to charge a nominal fee for special classes or programs.

## **PROGRAM REGISTRATION AND ATTENDANCE**

Advance registration may be required for high-demand programs. Melrose Park Public Library cardholders will be given first opportunity to attend all programs based on the order of their registration or arrival. Non-cardholders may be given an opportunity to attend on a first-come, first-served basis if the program is not full. Staff may establish additional restrictions for specific programs.

Programs designated as "Youth Services Presents" are limited to specified age groups. Adults not accompanying a child may **not** attend these programs.

Programs designated as "Adult Services Presents" are, unless otherwise noted, limited to patrons age 18 and over.

Programs designated as "Melrose Park Public Library Presents" are open programs not restricted by age.

## **SALE OF MERCHANDISE BY SPEAKERS**

Guest speakers/performers presenting programs sponsored by the Melrose Park Public Library may sell items to the public under the following conditions:

- 1) The sale of merchandise does not interfere with the program
- 2) Enjoyment of the program is not hindered for people uninterested in purchasing merchandise
- 3) Merchandise is sold at a cost no higher than the retail price of the item
- 4) The sale immediately precedes or follows the program
- 5) Merchandise offered for sale is appropriate to the presentation.
- 6) All sales of merchandise must be approved in advance by the Executive Director or his or her designate.

## **SOLICITATION AND SELLING IN THE LIBRARY**

The Library 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 within the library 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, within the library.
3. No organization, business or individual shall be permitted to distribute advertising material or solicit information directly from patrons within the library.
4. No organization or individual shall be permitted to circulate a petition or solicit signatures from patrons or staff within the library.

5. Exceptions:

- A. Library staff may conduct surveys related to library business in any part of the library.
- B. Limited selling activity by library staff members to other library staff members is allowed in the staff lounge of the library.
- C. Program presenters—see Sale of Merchandise by Speakers.
- D. Library book sales and sales of other approved merchandise may be conducted by the library as long as the sale directly benefits the library.
- E. Organizations authorized by the Village of Melrose Park may make presentations to village staff regarding donations or employee benefits.

# **EMERGENCY CLOSINGS**

## **POWER FAILURE**

In the event of a power failure, patrons will be asked to leave the library building immediately.

The Executive Director or his or her designate will close the Library to the public in the event of a power failure 30 minutes to an hour after the lights have gone out or sooner if the emergency lights fail.

## **SEVERE WEATHER**

The Executive Director or his or her designate is responsible for evaluating weather conditions and deciding when to close the Library for safety reasons.

## **TRANSPORTATION OF PATRONS IN STAFF VEHICLES**

Staff members are prohibited from transporting library patrons in their personal vehicles.

# LIBRARY CARDS

## LIBRARY CARD ELIGIBILITY

### **Melrose Park Public Library Residents**

To provide access to Library services, a Library card will be issued without charge (1<sup>st</sup> card) to any person who lives within the boundaries of the 60160 zip code. Proof of identity and residency is required at the time of application and at the time of renewal or replacement.

All registrations must be completed on the Library premises or in the presence of Library staff. The resident's Library card is valid for three years and is renewable as long as eligibility is retained.

A digital Photo and a digital Signature are required. They will be taken at the time of obtaining a new/renewing/replacement library card\*

Card holders are responsible for all materials checked out on their cards. A parent/legal guardian signature is required for the Library card and renewal of a minor up to the age of eighteen years. The parent/legal guardian is responsible for all materials checked out on the minor's card.

### **Non-Resident Taxpayer**

Melrose Park property owners who reside elsewhere are eligible for a non-resident taxpayer card with full borrowing privileges. A current tax bill must be provided showing ownership of the particular parcel of property. One person only will be designated as a card holder. The non-resident card is valid for one year.

### **Issuing Library cards prior to closing**

The library will issue a library card immediately upon meeting the requirements. The library will not accept new/updated card registration 30 minutes prior to closing for the day.

## **NEW/RENEWING/REPLACEMENT A MELROSE PARK LIBRARY CARD**

### **New Melrose Park Public Library card**

Verification of the person's identity and current address must be presented so that staff may check for accuracy and currency of eligibility. Two forms of identification are required. Both forms need to have your name, current Melrose Park address, and a 60160 zip code. One of the two IDs must be a valid picture ID--either a government issued Illinois State ID or a government issued Illinois Driver's license with the current Melrose Park address.

**TVDL (Temporary Visitor Driver's License) is not a valid ID**

### **Renewing/replacing a Melrose Park Public Library card**

Two forms of identification are required. Both forms need to have your name, current Melrose Park address, and a 60160 zip code. Verification of the person's identity and current address including their name and photo must be presented so that staff may check for accuracy and currency of eligibility.

## **LOST OR STOLEN LIBRARY CARDS**

All patrons of the Melrose Park Library will be held responsible for all materials checked out on his or her Library card.

However, if a Library card is lost or stolen, and if the patron reports such loss or theft to the Library, the patron will not be held responsible for any materials checked out on that card after the date that the loss or theft is reported.

There is a fee to replace a lost or damaged card.

## **NON-RESIDENT POLICY AND FEES**

Under the provisions of state law, the Melrose Park Public Library Board of Trustees has approved issuing library cards to eligible nonresidents for a fee set by the Melrose Park Board of Trustees in accordance with Illinois law (75ILCS16/30-55.60)

Non-resident Library cards shall be valid for one year and shall afford all services offered by the Melrose Park Public Library.

## **RECIPROCAL BORROWING AND ILL**

### **Reciprocal Borrowing**

The library will provide reciprocal borrowing privileges to individuals presenting a valid reciprocal borrowing card from another library. Reciprocal borrowers are subject to the circulation policies as set by the Melrose Park Public Library.

### **Interlibrary Loan**

Loan periods and renewals for materials received through interlibrary loan are determined by the circulating library.

# SCHEDULE OF FINES AND FEES

## 1. **Melrose Park Library Fines and Fees:**

- a. To replace a lost or damaged card
- b. For overdue library material
- c. For each account sent to collection agency
- d. For damaged and lost materials: Replacement cost plus processing fee.  
No refunds will be made after payment.
- e. For public use of Internet Computers by Non-Library Card holders
- f. Faxing and copies

## 2. **Borrowing privileges will be suspended in the following cases:**

- a. When an individual's fines reach \$5.00
- b. When an individual's library card has expired

## 3. **RB/ILL Fines and Fees:**

- a. ILL materials have no maximum fine. They will be charged the amount listed by the lending institution.
- b. For damaged and lost materials.
- c. ILL privileges will be suspended at the discretion of the Director if they have been abused.

Fine calculation starts right after closing time on the due date and is counted for every day the library is open.

## **OVERDUE AND/OR CLAIMED RETURNED MATERIALS**

Fines are set for overdue materials.

Borrowing privileges are suspended when a patron owes in \$5 and over. Reinstatement of borrowing privileges occurs when the individual returns the overdue material and pays the accumulated fines or when the price of the item along with the processing fee is paid in full. Patrons will be sent to a Collection Agency if account is not settled in a timely manner.

### **Claimed Returns**

When a person informs the Library that material has been returned that the library has no record of receiving, the individual will be held responsible for the material until it is returned or until the full price of the material along with the processing fee has been paid. The Library will assist individuals in these cases by searching the shelves for the material and notifying them of the results of the search.

## **LOST AND DAMAGED MATERIALS**

Responsibility for proper care of borrowed materials rests with the cardholder. In the event materials are lost or damaged the cardholder (or parent, if the patron is under 18 years old), will be liable for payment of charges and costs for repair or replacement. Materials not returned within 42 days of due date will be considered lost. The patron will be billed the cost of the item plus processing fees, collection agency costs, and billing fees.

### **Damage to Patron Equipment**

Melrose Park Public Library is not liable for any damage to patron equipment due to the use of library materials.

## **PHOTOCOPY/SCANNING**

Patrons are responsible for their own photocopying and scanning. There is a self-service scanner and a self-service copy machine available for public use.

**Fees** There is no charge for scanning. There is a fee for photocopies.

## **SALE/DISPOSITION OF LIBRARY MATERIAL**

Library materials no longer useful for Melrose Park Public Library purposes are routinely withdrawn. At the discretion of the Executive Director such cancelled/withdrawn library materials may be given to other tax supported or not-for-profit educational or charitable institutions or placed for public sale on a first come-first served basis. Otherwise said materials shall be designated for recycling.

The Library will accept gift material to be considered for addition to the collection or for resale. See Donations policy. The Library reserves the right to dispose of those items that are not saleable. Prices for items offered for sale to the public will be determined by Administrative staff based upon the type of material, demand for particular items, and the physical condition of the pieces.

## **COMMUNITY INFORMATION – DISTRIBUTION AND POSTING**

The library will consider community information submitted for distribution or display.

**Any material displayed without prior approval will be removed immediately.**

# MATERIALS SELECTION POLICY

## INTRODUCTION

It is in the public interest for libraries to make available the widest diversity of views and expressions. Freedom is no freedom if it is accorded only to the accepted and inoffensive. The freedom to read, hear and view is essential to our democracy. The library will therefore build and maintain a large well-balanced collection of print and non-print materials. All different types of formats will be considered, thus taking into consideration future technological advances.

The responsibility for the policy governing the inclusion of materials in the Library collection rests with the Board of Trustees. The Board of Trustees of the Melrose Park Public Library endorses the American Library Association's "Freedom to Read" statement, the "Library Bill of Rights", and the "Freedom to View" statement. The Board delegates the actual task of selection to the Library Director and to those professional staff members knowledgeable in each of the various subject areas who choose materials that support the Mission Statement and Library Roles adopted by the Board of Trustees.

The board believes that censorship is a purely individual matter and declares that, while individuals are free to reject materials for themselves, they do not have the right to restrict another's freedom to read, hear, or view. The board also believes that it is the responsibility of parents to monitor and supervise their own children's choice of library materials.

## Mission

The Mission of the Melrose Park Public Library is to provide access to resources, services, and programs that enhance lifelong learning.

## Vision

The MPPL will be a vital meeting and learning place for the entire community. We will create ongoing educational and recreational opportunities by:

- Encouraging lifelong learning
- Providing physical and remote access to a variety of materials and technology
- Offering a variety of educational and entertainment programs
- Providing spaces for small group interaction
- Responding to the diversity of needs and ideas in our community

## **SELECTION OF LIBRARY MATERIALS**

### **GENERAL CRITERIA FOR SELECTION**

The selection of materials will be governed by the Mission Statement and support the library's Vision.

### **METHOD OF SELECTION**

Materials and electronic sources will be selected with consideration for, but not limited to, the following aspects:

- Interest to patrons
- Materials as "news"
- Readability and style
- Popularity of the author
- Authenticity of the information
- Authority of the author or publisher
- Physical features and format
- Price
- Currency of the material or electronic source
- Space to house the material

### **CENSORSHIP**

Although it is occasionally necessary to restrict access to certain materials to prevent theft or mutilation, the Melrose Park Public Library will not segregate materials on the basis of controversial subject matter.

Material shall not be removed from the library collection solely because the ideas and/or topics presented may be objectionable to an individual Melrose Park resident or group of residents.

**LIBRARY MATERIALS RECONSIDERATION AV MATERIAL FORM**

Format: DVD ( ) Blu-Rays( )

Other \_\_\_\_\_

Author \_\_\_\_\_ Call # \_\_\_\_\_

Title \_\_\_\_\_

1. Did you view/listen to the entire work? Yes( )No( ) If not, which parts? \_\_\_\_\_

\_\_\_\_\_

2. What specifically do you find objectionable in this work? (Please explain and approximate place, i.e. 20 minutes into the film, etc.)

3. What do you think could result from other people viewing/listening to this work?

Reconsideration initiated by \_\_\_\_\_

(Please Print Name)

Address \_\_\_\_\_

Phone \_\_\_\_\_

Signature

Date

Date Received by \_\_\_\_\_

Staff Member

Melrose Park Public Library, 801 N Broadway, Melrose Park IL. 60160 (708) 343-3391 (Use other side for additional comments.)

**Your completion and signing of this form identifies you with specific library materials. As such, the information you provide in completing this form will be kept confidential by the Melrose Park Public Library.**

**LIBRARY MATERIALS RECONSIDERATION PRINT MATERIAL FORM**

Format: Book (\_\_\_) Periodical(\_\_\_ ) Other \_\_\_\_\_

Author \_\_\_\_\_ Call # \_\_\_\_\_

Title \_\_\_\_\_

1. Did you read the entire work? Yes(\_\_\_ )No(\_\_\_ ) If not, which parts? \_\_\_\_\_

\_\_\_\_\_

2. What specifically do you find objectionable in this work? (Please explain and cite pages.)

3. What do you think could result from other people reading this work?

Reconsideration initiated by \_\_\_\_\_

(Please Print Name)

Address \_\_\_\_\_

Phone \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Date Received by \_\_\_\_\_

Staff Member

Melrose Park Public Library, 801 N Broadway, Melrose Park IL. 60160 (708) 343-3391

(Use other side for additional comments.)

**Your completion and signing of this form identifies you with specific library materials. As such, the information you provide in completing this form will be kept confidential by the Melrose Park Public Library.**

## **DONATIONS POLICY**

Members of the community can support the mission of the Melrose Park Public Library through gifts in the form of materials or financial support. Monetary gifts are welcome and are used to advance the Library's reach and enhance its

services, not to fund normal operating expenses. Gifts of books and other library materials are gratefully accepted by the Library with the understanding that they will be considered for addition to the collection in accordance with the Materials Selection Policy.

All gifts become property of the Library. The Library reserves the right to sell or otherwise dispose of gift materials not added to the collection.

Inquiries about naming Melrose Park Public Library as the beneficiary of a will or trust should be directed to the Executive Director.

The Library cannot appraise books or indicate a dollar value for the donation.

## **COMPUTER/WIFI/SCANNER USAGE POLICY**

The Library provides free Internet access computer stations to Melrose Park patrons and Maywood patrons with valid/good standing Melrose Park Public Library or Maywood Public Library Cards. Non-Melrose Park Public Library and Non-Maywood Public Library card-holders may pay a fee to use the Internet access computer stations. Patrons can purchase a pass for the designated fee(s).

### **Adult Services Public Computer Access Policies:**

The following policies apply to the Adult Services Public Internet Access Stations:

- Computer users must present a valid/good standing Melrose Park Public Library card or Maywood Public Library card and be at least 14-years-old to access the Adult Services Stations.
- Library card holders are limited to 3 reservation sessions per day.
- Non-Melrose Park/Maywood card holders who pay the designated fee can purchase a passes if time and demand for computers allow.
- Computers are available from the time the Library opens until 15-minutes before closing time; all sessions automatically end 15-minutes prior to closing.
- Passes will be available for purchase up to 30-minutes before the library closes (15-minutes before the computers shut down).
- All computer stations are available on a first-come, first-served basis to users who have not exceeded their reservation allotment.
- Files downloaded to the C drive (the hard drive) will not be retrievable. You may download files to your own device or flash drive at any computer. Flash Drives are available for purchase.
- Printing is available from all Public Internet access computers for a fee.

### **Youth Services Public Computer Access Policies:**

The following policies apply to the Youth Services Public Internet Access Stations:

- The Youth Services Department allows youth under the age of 14 with a valid/good standing Melrose Park Public Library card or Maywood Public

Library Card on their account to access the Youth Services Internet Access computers.

- Juvenile patrons without a valid Melrose Park Public Library Card or a Maywood Public Library Card may purchase a Visitor Pass.
- The Youth Services Department reserves the right to limit sessions to 30-minutes or to designate the Youth Services computers as “homework only” at any time.

### **Computer Usage Policies:**

Users are expected to have mastered basic computer skills, including the ability to use a mouse and to access menu items. All Public Internet access PC station users are reminded to be considerate and courteous to all other users.

1. The Library's Public Internet access computers are intended for use by a single individual only.
2. The Melrose Park Public Library is not responsible for damage to a patron's device, or for any loss or corruption of data, damage to user hardware or storage, or liability that may occur from patron use of the Library's computers or software.
3. The Melrose Park Public Library has no control over, and is not responsible for, the availability or accuracy of the information from sites not created by or maintained by the Melrose Park Public Library. Only Web pages with the MPPL logo are provided and maintained by the Melrose Park Public Library. Users of Public Internet access PC stations are solely responsible for the evaluation and use of data they gather from the Internet.
4. MPPL staff will not enter any data into a Website, complete an online form, or access private emails or accounts for or on behalf of any Library patron.
5. Information on the Internet may be erroneous; out-of-date; illegal or considered offensive; and/or controversial or sexually explicit. Public Internet access PC station users have sole responsibility for identifying/avoiding such information.
6. The Library also cannot assure access to all resources at any given time.
7. You may not use the Library's computer stations for illegal activities. Because the Library is a public place, the displaying of sexually suggestive objects or pictures is in violation of state and Federal obscenity laws (720 ILCS 5/11-20 and 720 ILCS 670/0.01 et seq.; U.S. Code Title 18, Chapter 110 and Title 47, 223 and

231). It is the responsibility of the user to respect the law on obscenity and refrain from displaying such images.

8. You may not use the Library's computers to interfere with or disrupt other users, services or equipment. Disruptions include, but are not limited to, harassment, distribution of unsolicited advertising, propagation of computer viruses, or attempts to make unauthorized entry to other computers.
9. You are asked to respect the privacy of other computer users.
10. Parents or guardians, not the Library or its staff, are responsible for the Internet information selected and/or accessed by their children.

### **Wireless Network Acceptable Use Policy**

The Melrose Park Public Library provides free unfiltered wireless (WiFi) access to patrons. By choosing to use the Library's WiFi service, the user agrees to abide by the Library's Wireless Network User Agreement (below). All relevant Library rules, regulations and policies apply, including but not limited to, the Internet Access Policy.

#### **Using the MPPL WiFi Network**

- If your computer is properly configured, it should connect to the WiFi network automatically; if it lists multiple networks, select MPLibrary.
- The WiFi network does not provide the ability to print the library's printers.
- Though the network is designed to cover the entire Library. No guarantee is made for signal strength or availability.
- You need to know how to configure your computer for WiFi network access; Library staff cannot provide technical assistance.

**The Melrose Park Public Library may suspend or terminate computer privileges if the library reasonably believes that any patron had violated these policies.**

#### **Using the MPPL SCANNER**

- The MPPL public scanner is a self-service, stand-up station.
- Usage of the MPPL public scanner is limited to fifteen-minute sessions.

## **INTERLIBRARY LIBRARY/OCLC LOAN POLICY**

Melrose Park Public Library staff will request materials not owned by the MPPL from other SWAN libraries. If requested materials are not available through SWAN, requests will be forwarded to other Illinois libraries through the OCLC network. There is no guarantee of receipt, and there may be a fee for requests outside of the SWAN consortium.

## LIBRARY USER POLICIES

In order to allow all patrons of the Melrose Park Public Library to use its facilities to the fullest extent during its regularly scheduled hours, the Library Board of Trustees has adopted the following policies:

1. Patrons shall be engaged in activities associated with the use of a public library while in the building.
2. Appropriate use of cell phones, and similar electronic devices as well as any other noise, such as loud conversations, should be governed by common sense and courtesy to others using the Library.
3. The use of alcohol or tobacco products in the library is prohibited.
4. Patrons shall not consume food in public areas of the Library building, except in the context of Library programs and special events.
5. Patrons shall not be under the influence of alcohol or drugs.
6. Patrons shall not engage in any illegal activity while in the Library building.
7. Patrons shall respect the rights and privacy of other patrons. Patrons shall not interfere with the use of the Library by other patrons, or interfere with Library employees' performance of their duties.
8. Any materials removed from the Library must be checked out on a valid library card.
9. Patrons shall not deface or mar library materials nor shall they deface, mar, or in any way destroy or damage library furnishings, walls, machines, or other library property.
10. Patrons shall not be permitted to enter the building without a shirt or other covering of their upper/lower bodies or without shoes or other footwear.
11. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other patrons shall be required to leave the building.
12. Patrons shall not bring pets or animals into the Library, other than those necessary for the physically disabled.
13. Weapons such as explosives, firearms, knives, look-alike weapons, or any other objects that can reasonably be considered as weapons, are not permitted on Library property or any Library-related events.

*Situations involving patrons not abiding by these or other policies will be handled at the discretion of the Library Director in consultation with the Board of Trustees.*

## **COMPLAINTS FROM PATRONS**

All complaints from patrons will receive a timely response. If an issue cannot be resolved immediately, the patron's written complaint and contact information will be forwarded to the appropriate supervisor or the Executive Director for a response.

## SUSPENSION OF LIBRARY PRIVILEGES

Those using the library and its resources have the right to expect a safe environment that supports appropriate library services. Patrons exhibiting inappropriate behavior in the Melrose Park Public Library may be asked to leave or may be suspended.

The Melrose Park Public Library may suspend Library privileges of a patron if the situation is a serious offense and constitutes a violation of MPPL policies. Examples of serious offenses include but are not limited to: verbal abuse, violence, threatening behaviors, sexual harassment, vandalism, drug sale or use or attempted drug sale or use, intoxication, theft or attempted theft, physical harassment, sexual misconduct, or any behaviors that threaten the safety and security of staff and/or patrons. The manager on duty or Security Officer shall call the Police Department rather than place themselves, other staff members, or patrons in a threatening situation.

Patrons have the right to request Board review of their case if they believe they are being unfairly targeted. The request for review must include an address at which Board trustees may correspond with the individual making the appeal. The Library Board will review requests filed in a timely manner and make a recommendation to the Director who will respond in writing within 60 days of the receipt of the appeal.

Requests must be made in writing and received at the following address within 30 days of the suspension order date:

Melrose Park Public Library Board of Trustees  
801 N Broadway  
Melrose Park, IL 60160