



## **Library Policies and Procedures Manual**

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## **Mission Statement**

The River Grove Library District's mission is to "Serve, Inspire and Empower" the community.

## Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations. The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.
9. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008; and June 29, 2021.

## Freedom of Information Act (FOIA)

The Illinois Freedom of Information Act [5 ILCS 140] provides public access to government documents and records. This Act defines public records as "all records, reports, forms, writings, letters, memoranda, books, papers, maps, photographs, microfilms, cards, tapes, recordings, electronic data processing records, electronic communications, recorded information, and all other documentary materials pertaining to the transaction of public business, regardless of physical form or characteristics, having been prepared by or for, or having been or being used by, received by, in the possession of, or under the control of any public body."

Some records are not subject to release via the FOIA process. These types of records are described under 5 ILCS 140, Section 7 (1) (a) thru (y). Additionally, some records may be subject to confidentiality provisions imposed by other state statutes. The FOIA process for disclosure of information does not supersede these other applicable statutory and judicial mandates.

### Freedom of Information Act Policy (FOIA)

- 1) A brief description of our public body is as follows:
  - a) Our purpose is to provide materials and services for the recreational, social, informational, and educational needs of the community.
  - b) An organizational chart is attached.
  - c) The total amount of our appropriated operating budget is per approved budget. Funding sources are personal property replacement taxes, state and federal grants, interest, fines, charges, and donations. Tax levies are:
    - (1) Corporate levy (for general operating expenditures)
    - (2) FICA (Social Security)
    - (3) Illinois Municipal Retirement Fund
    - (4) Maintenance and Support Fund
    - (5) Insurance levy
    - (6) Audit
    - (7) Worker's Compensation
    - (8) Unemployment
  - d) The office is located at this address: 8638 W. Grand Avenue, River Grove, IL 60171. We have approximately the following number of persons employed:

(1) Full-time	3
(2) Part-time	10
  - e) The following organization exercises control over our policies and procedures: *The River Grove Public Library Board of Library Trustees*, regularly meets monthly on the second Wednesday of each month at 6:00 p.m., at the library, unless specified differently in the *Establishing Dates of Meetings Ordinance*.

Its members are Robert Conway, President; Kristine Mazza, Vice President; Kimberly Asbury, Secretary; Nanci Carvajal, Treasurer; Marie Angelico; Matthew J. McManus; Michael Prokop.

- f) The following organization operates in an advisory capacity regarding our operation: *Reach Across Illinois Library System (RAILS)*, 125 Tower Dr, Burr Ridge, IL 60527.
  - g) We are required to report and be answerable for our operations to: *Illinois State Library*, Springfield, IL.
- 2) You may request the information and the records available to the public in the following manner:
- (1) Use request form (see attached).
  - (2) Request information from River Grove Public Library, 8638 W. Grand Avenue, River Grove, IL 60171 (708-453-4484), weekdays during regular business hours, excluding holidays, or mail to the same address to the attention of the FOIA Officer.
  - (3) You must indicate whether you have a “commercial purpose”<sup>1</sup> in your request.<sup>2</sup>
  - (4) You must specify the records requested to be disclosed for inspection or to be copied. If you desire that any records be certified, you must specify which ones.
- b) To reimburse us our actual costs for reproducing and certifying (if requested) the records, you will be charged the following fees:
- (1) There is a \$1.00 charge for each certification of records.
  - (2) There is no charge for the first fifty (50) pages of black and white text either letter or legal size.
  - (3) There is a \$.15 per page charge of copied records in excess of 50 pages.
  - (4) There is a \$1.00 charge per page for color copies and other sized copies.
- c) If records are kept in electronic format, you may request a specific format and *if feasible*, they will be so provided, but if not, they will be provide either in the electronic format in which they are kept (and you would be required to pay the actual cost of the medium only, i.e. disc, diskette, tape, etc.) or in paper as you select.
- d) Records may be inspected or copied. If inspected, an employee must be present throughout the inspection. Records for inspection only are available by appointment Monday through Friday, during regular business hours at River Grove Public Library District, Administration Office.
- e) The office will respond to a written request within five (5) working days or sooner if possible. An extension of an additional five (5) working days may be necessary to properly respond.
- 3) Certain types of information maintained by us are exempt from inspection and copying. However, the following types of categories of records are maintained under our control:
- (1) Monthly Financial Statements
  - (2) Annual Receipts and Disbursements Reports – Treasurer’s Report
  - (3) Budget and Appropriation Ordinances
  - (4) Levy Ordinances
  - (5) Operating Budgets
  - (6) Minutes of the Board of Library Trustees
  - (7) Library Policies
  - (8) Adopted Ordinances and Resolutions of the Board
  - (9) Annual Reports to the Illinois State Library
- 4) The entire Freedom of Information Act is available at [www.ilga.gov](http://www.ilga.gov) under Illinois Compiled Statues, Chapter 5 (General Provisions), ILCS 140 (5 ILCS 140).

Requestor's Name (or business name, if applicable)	Date of Request	Phone number
Street Address	Certification requested: ___ Yes ___ No	
City	State	Zip
Description of Records Requested:		
Is the reason for this request a "commercial purpose" as defined in the Act? ___ Yes ___ No		

**Library Response (Requestor does not fill in below this line)**

Approved	<input type="checkbox"/> The documents requested are enclosed. <input type="checkbox"/> You may inspect the records at _____ on date of _____. <input type="checkbox"/> The documents will be made available upon payment of copying costs of \$ _____. <input type="checkbox"/> <b>For "commercial requests" only:</b> the estimated time of when the documents will be available is _____, at the prepaid costs stated above.
Denied	<input type="checkbox"/> The request creates an undue burden on the public body in accordance with Section 3(g) of the Freedom of Information Act, and we are unable to negotiate a more reasonable request. <input type="checkbox"/> The materials requested are exempt under Section 7 _____ of the Freedom of Information Act for the following reasons: _____  Individual(s) that determined request to be denied and title: _____  In the event of a denial, you have the right to seek review by the Public Access Counselor at (217) 558-0486 or 500 S. Second St., Springfield, IL 62705 Or you have the right to judicial review under section 11 of FOIA. <input type="checkbox"/> Request delayed, for the following reasons (in accordance with 3(e) of the FOIA): _____. You will be notified by the date of _____ as to the action taken on your request.

NOTE: This form cannot be MANDATORY under FOIA, but it is preferred.

FOIA Officer

\_\_\_\_\_

Date of Reply

\_\_\_\_\_

## Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

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

VI. 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.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.  
Inclusion of "age" reaffirmed January 23, 1996.

## Hours of Operation and Closings

Library may be kept open or closed on specific occasions by order of the Board of Directors

### Hours

The River Grove Public Library District will be open:

Monday	9:00 A.M to 8:00 P.M.
Tuesday	9:00 A.M to 8:00 P.M.
Wednesday	9:00 A.M to 8:00 P.M.
Thursday	9:00 A.M to 8:00 P.M.
Friday	:00 A.M to 8:00 P.M.
Saturday	10:00 A.M to 4:00 P.M.
Sunday	Closed

### Closings

Library will be closed on the following specified holidays. If any holiday is on a Sunday, the following Monday will be observed as the day off. (National holiday)

New Year's Eve

New Year's Day

Memorial Day

Juneteenth

July 4<sup>th</sup>

Labor Day

Thanksgiving Eve (Closed at 5 pm)

Thanksgiving Day

Christmas Eve Day

(If Christmas Eve Day and New Year's Eve Day fall on a Sunday, the library will be closed on the preceding Saturday)

Christmas Day

## **Relationship of Library to School Libraries**

### **Statement of Relationship of Public Library to School Libraries**

It should be the policy of the River Grove Public Library to cooperate with the local schools in every manner possible, allowing the fullest development of Public Library Service.

## Library Card Policy

### Resident Cards

Residents of the River Grove Public Library District who are 18 or older and reside in River Grove will be issued individual library cards at no charge upon request. All patrons are required to register for a library card before borrowing library materials. To register, a patron is required to produce two forms of identification, at least one which is a picture ID. Any materials/equipment returned late, damaged or lost by a cardholder are the responsibility of the cardholder.

Patrons under the age of 18 must have a legal guardian present to obtain a card. The legal guardian is required to produce two forms of identification, at least one of which is a picture ID. Any materials/equipment returned late, damaged or lost by a minor cardholder are the responsibility of the cardholder's parent/legal guardian.

### Nonresident Library Cards

A library card valid for one year is issued for a fee of \$75 to nonresidents. The card offers the same services as a resident card, excluding reciprocal borrowing. The availability of this nonresident card, the fee, and the method for calculating the fee is reviewed annually by the Board of Library Trustees. To register for a nonresident card, a patron is required to produce two forms of identification, at least one which is a picture ID. ~~A nonresident library card for individuals under 18 years of age must be accompanied with a parent or guardian with proof of guardianship to insure legal responsibility for borrowed materials.~~ Patrons under the age of 18 must have a legal guardian present to obtain a nonresident card. The legal guardian is required to produce two forms of identification, at least one of which is a picture ID.

### Nonresident Property Owner and Teacher Library Cards

A person not residing in the River Grove Public Library District area, but who owns property in said area may upon presentation of the most recent tax bill pertaining to the taxable property apply for a library card. This privilege is extended to only one person for each parcel or taxable property. This card will be valid for one year, and may not be honored by other libraries in the area for reciprocal borrowing according to local policy.

Teachers of local organizations such as schools and child care centers may be eligible for a school services card upon presenting proof of employment in schools serving the community who live in an area un-served by a library.

### Acceptable Forms of Identification

- A utility bill within the last 60 days) this may include bills such as internet, phone, gas, etc.)
- A Financial statement within the last 60 days (bank, credit card, etc.)
- A current lease or mortgage statement
- A school documentation within the last 60 days
- A valid Illinois photo ID or Driver's License

### **Patron Liability for Unauthorized Use of Library Card**

Reporting a lost or stolen library card should be done immediately to limit cardholder liability. A cardholder, including the parent/guardian of a minor cardholder, is responsible for all items checked out on his/her library card.

### **Renewal of Library Cards**

To renew a library card, a patron is required to produce two forms of identification, at least one which is a picture ID. Library card for individuals under 18 years of age must be accompanied with a parent or guardian in order for the library card to be renewed. The Library should be notified of change of name, address, telephone number, and email address.

### **Replacement of Library Card**

To replace a library card, a cardholder is required to produce one form of identification with current name and address. The Library reserves the right to ask for additional identification.

To replace a library card for an individual younger than 18 years of age, a parent or legal guardian must accompany the cardholder. The parent or legal guardian must provide identification with current name and address. In addition, the legal guardian must bring proof of guardianship to insure responsibility for borrowed material. Library card for a cardholder younger than 18 must be countersigned by parent or legal guardian.

### **Other**

A courtesy card will be issued on request at the discretion of the Library Director.

Adopted: 2018

Revised: 11/9/2022

## Electronic Information Networks and Public Library Computers Use Policy

### Policy Overview

The River Grove Public Library District ("the Library") endeavors to develop collections, resources, and services that meet the cultural, informational, recreational, and educational needs of the District's Patrons ("Patrons"). It is within this context that the Library provides access to electronic information, databases, media, and the Internet ("Electronic Information Networks"). Patrons can access the Electronic Information Networks inside or outside of the Library using their own computer systems or personal devices. The Library also provides access to Electronic Information Networks on desktop and portable laptop computer equipment on the Library's premises made available to the public ("Public Library Computers"). Providing access to Electronic Information Networks is intended primarily for use as an information resource tool and is consistent with the Library's collection development policy and mission statement. Electronic Information Networks and Public Library Computers will be collectively referred to as "Electronic Resources".

### Patron Rights, Responsibilities, and Risks

Electronic Information Networks are dynamic, global resources that provide access to a wide variety of information. The Library does not have control over these resources and is not responsible for the content, availability, reliability, currency, accuracy or appropriateness of information accessed via their use. Library patrons use these resources at their own discretion and the Library is not responsible for any damages, indirect or direct, including but not limited to loss of data or any violation of privacy, arising from a Library patron's use of Electronic Resources. Patrons using Electronic Resources agree that the Library may need to monitor computer use from time to time as an operational necessity. Furthermore, the Library may be required to disclose any information if directed to do so by a court of competent jurisdiction. The Library reserves the authority to reasonably regulate these resources to ensure the proper and efficient operation of the Library.

Library patrons have certain rights with respect to the use of Electronic Resources. Library patrons have the right to equitable access and the right to reasonable privacy in the use of Electronic Resources to the extent possible given certain constraints, such as proximity of other patrons and staff in public access settings. Patrons also have the right to access and read all patron-related Library service policies, and discuss questions with the appropriate Library staff. This policy is part of the Library's overall policy structure and should be interpreted in conjunction with other existing policies. Copies of all patron related Library policies are available upon request and on the Library's website.

The Library recognizes that the Internet contains material that is inappropriate for children and that may be objectionable to some adults. The Library also recognizes that it is a parent's responsibility and right to guide his/her minor child's Library use. Parents or legal guardians, not the Library or its staff, are responsible for information selected, transmitted, and/or accessed by their children. The Library encourages parents to monitor and supervise their children's Internet use.

## **Rules and Guidelines for Use**

The following rules and procedures apply to all users of the Library's Electronic Resources.

- Patrons will need to acknowledge the "Statement of Acceptable Use" (Section VII below) at the start of each computer session.
- Patrons under 18 years of age will need the signature of a parent/legal guardian in order to access the Library's public library computers.
- Patrons use the computers on first come, first served basis, in 30 minutes increments. If someone is waiting to use a computer, the earliest patron will be given 5 minutes notice to finish up so the next person can use the computer.
- The Library does not provide instruction, however Circulation staff can suggest resources to help Patrons learn to use the software and navigate the Internet.
- One person per computer.
- Patrons will not bring uncovered liquids or food by the computers.
- Patrons will abide by copyright laws, intellectual property, privacy, or publicity rights. Plagiarism in any form is prohibited.
- Do not reference or cite Library clients, partners, or customers without their express consent.
- Library logos and trademarks may not be used without written consent.
- These are public use computers. Nothing is saved on the hard drive. If Patrons want to save any work, please bring a flash drive or buy one at the circulation desk.
- Library staff will give verbal notice 30 minutes before closing, giving Patrons an additional 15 minutes to finish work and printing. The computer stations will be shut down 15 minutes before closing.

## **Social Media**

For the purpose of this policy, social media and related technology is defined as any web application, site, account, or forum that allows for open communication on the Internet and includes, but is not limited to:

- Social Networking sites (LinkedIn, Facebook, Pinterest)
- Micro-blogging Sites (Twitter)
- Instant Messaging Tools
- Online Encyclopedias and Wiki posts (Wikipedia)
- Video and Photo-sharing Websites (YouTube, Flickr, Tumblr, Instagram)
- Chat rooms, podcasts, discussion forums, blogs
- Other forms of online journals, diaries or personal newsletters not affiliated with the River Grove Public Library

The River Grove Public Library recognizes that social media is regularly used as a form of communication. In an effort to better serve the educational, informational, cultural and recreational needs of its patrons, the Library uses social media to increase awareness of and accessibility to its

programs, resources and services. This policy is not intended to restrict communications or actions protected or required by state or federal law.

The Library recognizes and respects differing opinions and welcomes “posts” on any of the Library’s social media sites or blogs, but does not endorse the opinions expressed in posts on its social media sites. All posts will be monitored regularly and reviewed for content and appropriateness. The River Grove Public Library reserves the right to have its administration and staff charged with oversight of the Library’s social media sites, monitor and edit posts for space, and modify and remove any messages, tags or postings deemed to be in violation of this Policy.

The River Grove Public Library reserves the right to take action resulting in the loss of library privileges against any person posting any content that violates this Policy or federal, state and local laws.

Violations may result in actions including suspension or revocation of all Library privileges.

In accordance with the River Grove Public Library’s Electronic Information Networks and Public Library Computers Use Policy, the following are examples of the types of content that may not be posted and will be deleted before posting or removed by Library staff:

- Obscene language or material
- Child pornography
- Libelous comments
- Specific and imminent threats
- Abusive, harassing, inflammatory, profane, threatening or violent language
- Duplicated posts from the same individual
- Images
- Hate speech and comments or material that promote discrimination against Constitutionally protected classes of persons
- Copyrighted, trademarked or plagiarized material
- Commercial material / Spam
- Private and/or confidential information about oneself or others
- Comments or hyperlinks to material not connected to Library-related subjects or discussions
- Advertising or sale of merchandise or services, charitable solicitations, proselytizing or political campaigning
- Inducement or incitement to engage in any activity that violates federal, state and local laws, ordinances or regulations
- Violations of copyright, trademark right or other intellectual property rights

**Disclaimers:**

- All contents of the River Grove Public Library's IT resources and communications systems are the property of the Library. All content posted on Library social media sites is subject to the Illinois Freedom of Information Act (FOIA) and the State of Illinois record retention laws. Therefore, users should have no expectation of privacy whatsoever in any message, files, data, document, facsimile, telephone conversation, social media post, conversation or message, or any other kind

of information or communications transmitted to, received or printed from, or stored or recorded on the Library's electronic information and communications systems. Users are expressly advised not to use the Library's IT resources and communications systems for any matter that they desire to be kept private or confidential from the Library.

- Users consent to monitoring of their social media use by their use of the Library's resources and systems. This might include, without limitation, the monitoring, interception, accessing, recording, disclosing, inspecting, reviewing, retrieving and printing of transactions, messages, communications, postings, log-ins, recordings and other uses of the systems as well as keystroke capturing and other network monitoring technologies. The Library requires its employees to report all suspected violations of this Policy to Library Administration or to the Librarian-in-Charge. Violation of the Policy by Library patrons may result in action which may lead to loss of library privileges.
- The Library reserves the right to reproduce posts submitted to its social media sites. Personally identifiable information may be removed. The Library does not collect, maintain or otherwise use personally identifiable information stored on third party social media sites, other than to communicate with users on that site. Users should be aware that third party websites have their own privacy policies and should proceed accordingly. The Library also may store copies of such data or communications for a period of time after they are created, and may delete such copies from time to time without notice.
- Patrons are personally responsible for their commentary. Patrons should be aware that they may be held personally liable for commentary that is defamatory, obscene, proprietary or libelous by any offended party, not just the River Grove Public Library.
- Participation in the River Grove Public Library's social media services implies agreement with the Library's Social Media Policy and all other Library Policies. The Library's Social Media Policy applies whether or not a patron chooses to post comments using a computer at the Library or when posting from any other computer to any Library social media site. The Library, its employees and Trustees assume no responsibility for any damages, direct or indirect, resulting from participation in Library-sponsored social media services.
- The Library reserves the right to update and modify this policy document with or without notice at any time in accordance with applicable laws statutes.

### **Employee Personal Use of Social Media**

Library employees have the same right to self-expression enjoyed by members of the community as a whole when discussing matters of public concern. As public employees, Library employees are cautioned that speech made pursuant to official duties is not protected speech under the First Amendment and may form the basis for discipline if deemed a violation of any policy of the Library. Employees should keep in mind the following best practices when posting content about library-related subjects and issues on personal time.

- If you identify yourself as an employee of the Library, make it clear that the views expressed are yours alone and do not represent the views of the Library

- Respect the Library’s confidential and proprietary information. Do not post information that is still in draft form or is confidential.
- No comments with any kind of negative, mocking, condescending, etc. slant should be made about patrons in general, about specific questions from patrons, or about patron behavior on the Library’s social media sites.
- The Library does not endorse, monitor or review the content of personal, non-Library related social media activity of its employees.
- Employee use of personal social media is not permitted during working hours except for work-related purposes such as professional development or library-related social media outlets.

### **Trustee Use of Social Media**

Library Trustees have the same right to self-expression enjoyed by members of the community as a whole when discussing matters of public concern. Trustees should keep in mind the following best practices when posting content about library- related subjects on social media.

- If you identify yourself as a Library Trustee, make it clear that the views expressed are yours alone and do not represent the views of the Library or other trustees.
- Respect the Library’s confidential and proprietary information. Do not post information that is still in draft form or is confidential.
- No comments with any kind of negative, mocking, condescending, etc. slant should be made about library patrons or staff in general, about specific questions from patrons, about interactions with staff of the library, or about patron behavior on the Library’s social media sites.

### **Statement of Acceptable Use**

The River Grove Public Library District (the “Library”) provides access to electronic information, databases, media, and the Internet (“Electronic Information Networks”) on public desktop and portable laptop computer equipment on the Library’s premises (“Public Library Computers”) as an information resource tool. Electronic Information Networks and Public Library Computers will be collectively referred to as “Electronic Resources”. All electronic traffic originating from library connections shall be in accordance with the following guidelines. Failure to use Electronic Resources within the guidelines of acceptable use may result in suspension of access privileges, and/or loss of Library privileges.

- Destruction of, damage to, or alteration of the Electronic Resources, software, or network security is prohibited. The Library will take necessary action against anyone violating this policy, including, but not limited to:
  - Asking individuals to discontinue their display of information and images that may cause a disruption;
  - Terminating a Public Library Computer session; and
  - Revoking a patron’s Library privileges.
- Prohibited uses include:
  - Illegal Activity: Using the Electronic Resources for any activity in violation of applicable local, state and federal laws and regulations, including, but not limited to, advertising,

transmitting, or otherwise making available Ponzi schemes, pyramid schemes, fraudulently charging credit cards, pirating software, or making fraudulent offers to sell or buy products, items, or services. Users may not place any material on the Internet related to any illegal activity or constituting or encouraging conduct that would constitute a criminal offense or give rise to civil liability.

- Licensing Violations: Use of the Electronic Resources in any way, which violates licensing agreements between the Library and network/database providers. Users may not violate software license agreements or engage in unauthorized duplication of copy protected software.
- Spamming: Sending of unsolicited bulk and/or commercial messages over the Internet using the Electronic Resources.
- Intellectual Property Right Violations: Engaging in any activity that infringes or misappropriates the intellectual property rights of others, including, but not limited to, patents, copyrights, trademarks, service marks, trade secrets, or any other proprietary right of any third party.
- Obscene or Indecent Speech or Materials: Using the Electronic Resources to advertise, solicit, transmit, store, post, display, or otherwise make available obscene images. The Library will notify and fully cooperate with law enforcement if it becomes aware of any use of the Electronic Resources in any connection with child pornography or the solicitation of sex with minors.
- Forging of Headers: Forging or misrepresenting message headers, whether in whole or in part, to mask the originator of the message.
- Hacking: Accessing illegally or without authorization computers, accounts, equipment or networks belonging to another party, or attempting to penetrate security measures of another system. This includes any activity that may be used as a precursor to an attempted system penetration, including, but not limited to, port scans, stealth scans, or other information gathering activity.
- Distribution of Internet Viruses, Trojan Horses, or Other Destructive Activities: Distributing information regarding the creation of and sending Internet viruses, worms, Trojan Horses, ping, flooding, mail-bombing, or denial of service attacks or like matters. Also, activities that disrupt the use of or interfere with the ability of others to effectively use the service or any connected network, system, service, or equipment.
- Facilitating a Violation of this Policy of Use: Advertising, transmitting, or otherwise making available any software product, product, or service that is designed to violate this Policy, which includes the facilitation of the means to spam, initiation of ping, flooding, mail-bombing, denial of service attacks, and piracy of software.
- Export Control Violations: The transfer of technology, software, or other materials in violation of applicable export laws and regulations, including, but not limited to, the U.S. Export Administration Regulations and Executive Orders.
- Resale: The sale, transfer, or rental of the Electronic Resources to customers, clients or other third parties, either directly or as part of a service or product created for resale.

- Overuse: Users may not use computer equipment for longer than the allowed time periods which would deny access to other users.
- Installation of Software: Users may not install software on any Public Library Computer. Users will be held responsible for any damage to library software or hardware.
- Users are expected to follow all federal, state, and municipal laws in their use of Electronic Resources. Illegal acts may be subject to prosecution by local, state or federal authorities.

The Library cannot ensure the security of account or credit card numbers entered using the Electronic Resources. Users are responsible to assume payment of fees for any fee-based services they incur.

Adopted: 2/8/2017

Revised: 11/9/2022

## Lending Policies

### Circulation

#### Length of Loans

The River Grove Public Library District circulates materials in a variety of formats including books, magazines, books on CD, and video games. Each patron must present their valid library card to loan material or services. The following terms of loan are applicable as indicated:

	Length of Loan	# Allowed	Renewal Limit	Holds*
Books	3 weeks	40	2	20
New Book	3 weeks	40	2	20
Magazines	1 week	40	0	20
New DVDs/ Blu-Rays	3 days	3	0	20
DVDs/ Blu-Rays	1 week	10	2	20
New TV Series	2 weeks	3	2	20
TV Series	2 weeks	10	2	20
New CDs	3 weeks	10	2	20
CDs	3 weeks	10	2	20
New Audiobooks	3 weeks	10	2	20
Audiobooks	3 weeks	10	2	20

\*Holds limit: 20 total placed holds

\*\*Reference materials may be checked out at the discretion of the Library Director.

#### Extended Loan of Materials (Vacation Loan)

Arrangements with the Head of Circulation or Library Director may be made to borrow materials for an extended time of 60 days.

#### Renew Materials

Library materials on a waiting list are not renewable.

#### Automatic Renewals

- Eligible items checked out on your account will automatically renew up to the allowed limit.
- Two days before the due date, eligible items will automatically renew.
- If your item had a two week loan period the item would renew for an additional two weeks from the date of renewal- three week loan period items would renew for an additional three weeks.
- Cardholders who have an email address listed on their account will get an email letting them know which items were automatically renewed.
- Cardholders can sign up for email notifications by asking a staff member in person at the library, by phone during open hours, and by contacting us.

- Cardholders can always check due dates for all items using the My Account tab in the catalog.
- Items checked out at other SWAN libraries may not be eligible for automatic renewal, depending on the borrowing rules of each library. If these items are requested through SWAN and checked out at River Grove Public Library District, they will follow our borrowing rules.
- Digital collection items (ebooks and digital audiobooks do not automatically renew.

### **Blocked or suspended Library Cards**

The River Grove Public Library District has established, in addition to the schedule for lost or damaged items, the following schedule of fines for overdue materials as well as fees for other services provided by the River Grove Public Library District.

Overdues will be processed as follows (after renewable limits):

1. Two weeks after material's due date, patron will receive overdue notice #1 via email or mail.
2. Two weeks later, when an item is 4 weeks past due date, a "second overdue notice" is sent via email or mail.
3. When an item is 42 days past its due date (6 weeks overdue), a "billing notice" for the replacement cost of the item is sent via mail or email.
4. Patrons are sent to Unique Collections (Unique Management Services) no sooner than 60 days after items are due. If patrons do not have any items checked out, but owe \$25 or more in fines, they will be sent to collection when the fine has been on their record at least 60 days. If a patron is sent to collection, an additional \$10 CA FEE is added to their record.
5. Once an overdue/missing item has been returned, the bill to replace the item will be removed from the patron's account.

Patrons who have accrued a total of over \$5.00 in fines or bills will be restricted from borrowing additional materials.

The Head of Circulation and the Library Director may suspend a card for due cause at her/his discretion and report suspension to the Board of Trustees.

### **Pro Pay (Online Payment)**

Payments with credit/ debit cards are as follows:

1. There will be a \$5.00 minimum for the use of credit cards.
2. A \$0.50 fee will be charged for each transaction.
3. There is no charge or limit when using a debit card.

### **Cards**

The River Grove Public Library District issues the first card for free to residents of the library service area. If a patron loses the library card, the patron will be responsible for paying \$3.00 for a new library card.

## **Holds/ Reserves**

Patrons may reserve materials which are not immediately available for patron use. When the reserved materials are available to the patron who has placed the reserve, the library will notify the patron via phone or email. The specific title of the material will not be stated to anyone other than the library patron who placed the reserve. The date of the message will be noted and the material will be held for the patron for a period of one week (7 library working days). If additional patrons are waiting for the material, the next patron on the list will be called and notified of the availability of the item, and the same procedure will be followed. If no additional patrons are waiting for the material, the material will be placed back into general circulation. Relay of the message to the appropriate person in the household, and prompt retrieval of the material, are the responsibilities of the patron.

## **Interlibrary Loan**

The River Grove Public Library District abides by the ILLINET Interlibrary Loan Code (23 Ill. Adm. Code 3030 Exhibit A).

When patrons want material that is not available within the River Grove Public Library District, we ask other agencies to provide it. This is the process of interlibrary loan. Materials borrowed through interlibrary loan have a circulation period which is determined by the lending library, not the River Grove Public Library District. We are happy to borrow materials from other libraries for you, but we ask that you respect the date by which those materials must be returned to their home libraries. When the River Grove Public Library District is lax in returning materials borrowed through interlibrary loan, the library can lose the privilege of borrowing materials in that way for any of its patrons. It is crucial, therefore, that materials borrowed through interlibrary loan be returned in a timely manner. Habitual failure to do so may result in individual loss of the privilege in order to preserve the privilege for other library patrons.

## **Lost or Damaged Library Materials**

Materials borrowed via any mechanism are the responsibility of the library patron. Replacement cost is the responsibility of any patron who borrows and loses any library material. In the case of children under the age of 18, it is the parent or legal guardian's responsibility to pay for lost or damaged items.

If a library material is reported lost, the patron will be charged the original purchase price plus any fines due and processing fee of \$5.00. If the price is not available for lost materials, the amount will be determined by the Head of Circulation or Library Director. Money (excluding fines) will be held for one month. If lost items are located within this time, money will be refunded, except for fines and processing fee.

If a library material is damaged, the patron will be charged in accordance with the terms below or an amount to be determined by the Head of Circulation or Library Director.

Delinquent accounts will be referred to a collection agency if necessary.

## **Replacement fees**

### DVDs/CDs/Audio books

- Inserts/Booklets/Cover: \$2.00 if barcode is still present and \$5.00 if barcode is lost
- DVD/ CD Case: \$5.00

### Other fees:

- Item lost or damaged beyond repair: original purchase price of the item.
- Lost book jacket: \$5.00
- Lost magazine: \$4.00
- Lost or damaged barcode: \$2.00

Adopted: 9/7/2017

Reviewed: 11/9/2022

## Display Screens' Content Guidelines

The primary purpose of all display screens at the River Grove Public Library District will be to display Library content. This may include (but is not limited to) program promotions, material recommendations, videos and photos of Library patrons/programs/facilities, patron quotes, other engaging Library-related content.

On occasion, the screens may be used to display live coverage of events of national or global importance, or live events happening at the Library.

Examples of events that would qualify for a live stream include:

- News coverage of a natural disaster
- Unscheduled presidential address
- Chicago sports team playing in a championship game or series
- A Library program, such as a Town Square event or an author visit

Examples of events that would not qualify for a live stream include:

- Daily news coverage
- A regular season or playoff game for a Chicago sports team
- Awards shows
- Championship game or series not involving Chicago sports teams
- Reality or scripted TV shows

Exceptions to these guidelines may be made for program-specific patron viewing. For example, if we host a program that includes viewing and discussing news coverage of an event, the news coverage may be streamed on a Library screen during that program.

The person in charge will decide if an event is worthy of live stream on our public display screens. Should a patron request an event that does not qualify for live streaming on our public screens, staff may direct the patron to our public computers where they may stream and watch the event for him- or herself, based on availability of computers.

Adopted: 5/8/2019

Reviewed: 11/9/2022

## Reference and Readers' Advisory Services Policy

Library staff of the River Grove Public Library District (PCPLD), to the best of their abilities, will provide accurate information and current materials in an efficient, courteous and timely manner. Reference and readers advisory services are offered free to all library patrons. Patrons using photocopiers and/or printers will be charged a per page fee.

### Access and Service

Reference and Readers' Advisory services are provided in all departments and levels of the Library. In depth questions may be referred to MLIS staff member or the Library Director. Print and electronic resources are available to assist staff and patrons in answering questions. Electronic eBooks and subscription databases with remote access are available with the exception of databases that have restrictions. Information requests may be made in person, by telephone, by electronic means and through the mail. Priority is given to the in-person requests.

### Responses to Requests for Assistance

Reference service is provided by trained staff during all hours the Library is open. Staff members will attempt to answer questions at the time the request is made and to work within the patron's time requirements. When answering a patron's reference question, staff will cite the resource(s) from which the information is obtained. The producers of resources, not the Library itself, are responsible for accuracy.

Reference and Library staff may refer the patron to other appropriate sources, institutions, professional organizations, or federal/state/ municipal agencies when the query cannot be answered to the satisfaction of the patron using RGPLD resources. If appropriate to the patron, material can be requested via interlibrary loan and/or making arrangements for patron to visit another library.

Staff may assist as they are able in helping patrons with computer applications or electronic reading/listening devices. When assisting patrons with computer resources, staff will not enter personal information for patrons.

Assistance that library staff may not offer includes but is not necessarily limited to:

- Interpretation, advice, or personal recommendations in any area other than the use of Library resources. This includes, but is not limited to, legal, medical, financial, or tax advice.
- Critiquing or editing patron documents, including resumes for job seekers.
- Completing forms on behalf of the patron (including online forms)
- Online shopping, price comparisons and other personal business.
- Solving or troubleshooting problems with patron's personal computers or other electronic resources. (In such instances, staff is permitted to assist by attempting to locate relevant instructions and similar kinds of information for patrons.)
- Staff's personal opinion will never be given as fact.

### **One on One Library Assistance**

Reference and Library staff may be available to work one-on-one with RGPLD cardholders to assist in their information needs. Staff instructional sessions include, but are not limited to, using Library's databases, training on Internet, basic Microsoft products, and specific electronic devices. One-on-one sessions are generally 30 minutes. Staff reserves the right to schedule appointments for one-on-one sessions as time permits.

### **Ethical Considerations**

All requests are treated confidentially, courteously, and without regard to age, race, sex, social, or economic status of the patron. Names of users and the transactions which occur between users and the staff are confidential and not discussed outside a professional context.

The Library adopts and adheres to the American Library Association Code of Ethics.

Adopted: 12/12/2018

Revised: 11/9/2022

## Collection Management Policy

The purpose of the River Grove Public Library District collection management policy is to provide a general guide for the selection and maintenance of material collections offered by the library and to emphasize the Library's commitment to intellectual freedom and unrestricted access to information. The policy offers guidance to Library staff and informs the public about general selection principles. Policy statements clarifying specific subject collections are included as appendices, which will be updated as needed.

### Materials Selection Philosophy

Library materials are chosen to serve the informational, educational, cultural and recreational needs of the entire community. The primary goal is to provide the best possible collection with the financial resources available. The Library strives to create an attractive, up-to-date, balanced collection representing all fields of knowledge and all sides of issues in a neutral, unbiased manner, as budgets, availability of materials and space permit. In accordance with the recommendations of *Serving Our Public: Standards for Illinois Public Libraries*, the River Grove Public Library District will allocate not less than 12% of its operating budget on materials for patrons every year.

The Library subscribes to the principles of the "Library Bill of Rights", the "Freedom to Read Statement", and the "Freedom to View Statement" of the American Library Association, which are included as appendices.

### Responsibility for Materials Selection and Collection Management

Library staff makes selections, based primarily upon material reviews and knowledge of a publisher's expertise in specific subject areas. The public and other Library staff are encouraged to recommend titles, which are evaluated according to the Library's selection guidelines. Library managers are responsible for the overall maintenance and quality of their individual collections.

### Definitions

"Selection" is the decision to add a piece of library material to the collection or to remove it from the collection.

"Library material" is any format of material added to the collection, including but not limited to the following: books, magazines, audiocassettes, videos, photographs, maps, pamphlets, clippings, microfilm or microfiche, compact discs, and online databases. New formats that become available as technology changes shall automatically be included in the term "library materials".

"Material review" is professionally recognized periodicals, both in print and online, are a primary source for material selection. Standard bibliographies, book lists by recognized authorities, including best seller lists, and the advice of competent people in specific subject areas also will be used.

"Deselecting" is the component of selection that involves removing items from the collection.

"Collection management" includes selection; deselecting, preservation, storage, budgeting and resource allocation, collection evaluation, resource sharing, and other functions related to improving the collection and facilitating patron access to library materials.

### Specific Selection Guidelines

The following factors will be taken into consideration when selecting items for the collection:

- Relevance to community needs and interests
- Current and projected demand
- Availability and suitability of physical format for library purposes
- Suitability of presentation for intended audience
- Relevance to existing subject coverage in the collection
- Reviews from library professionals, subject specific journals and popular publications
- Clarity, readability and ease of use
- Timeliness or permanence of material
- Accuracy and authenticity
- Literary merit and conclusions of standard bibliographies and indices
- Current and historical significance
- Authority and reputation of the author, publisher, and/or producer
- Local authorship or production
- Initial and ongoing costs
- Overall quality
- Technical aspects of audiovisual materials
- Regional availability and accessibility
- Space and maintenance requirements
- User interface and content of electronic products
- Online, network, and remote access capabilities

### Collection Maintenance

To insure that library collections provide timely service to the public, out-dated materials no longer of regional interest, and damaged materials, whose physical condition makes them unsuitable for circulation, will be removed from the collection or preserved for archival use. Materials which are out-dated because of changes in their fields will be discarded as soon as new publications are available, unless there is a local demand for historical perspectives on the subject. Factors to be considered in removing materials from the collection include:

- Physical condition of the material
- Items containing misleading or inaccurate information
- Multiple copies of titles no longer in demand
- Materials seldom used.
- Subject matter no longer of current interest, or historical or literary significance
- Old editions replaced by later revisions of non-fiction titles
- Circulation use data
- Collection (System) holding data

### **Patron Reconsideration of Materials**

Request for reconsideration may be done only by registered patrons. Request shall be made by filling out a "Request for Reconsideration of Library Materials" and given to the Library Director and area selector. Complaints will be handled in an objective and timely manner and the examination will be done of the material in its entirety. Until a final decision is made, the material shall be removed from the library's shelves. The decision of the Director and or area selector may be appealed by writing to the Library Board of Trustees in care of the Director of the Library. The Board will consider an appeal at their next regularly scheduled Board meeting to which the patron and the Director will be invited to share their views and concerns. The decision of the Board will be final.

Adopted: 11/9/2022

Reviewed:

## Harassment / Sexual Harassment Policy

### Prohibition on Sexual Harassment

Sexual harassment is against Library policy and is a violation of Title VII of the Civil Rights Act of 1964 as well as the Illinois Human Rights Act as amended on January 7, 1993. It is also unlawful to retaliate against a person who has lodged a complaint of sexual harassment. All persons have a right to work in an environment free from sexual harassment. Sexual harassment is unacceptable misconduct which affects individuals of all genders and sexual orientations. It is a policy of River Grove Public Library District (hereinafter referred to as "the Library District") to prohibit harassment of any person by any library official, library employee or library agency or office on the basis of sex or gender. All library officials, library employees and library agencies or offices are prohibited from sexually harassing any person, regardless of any employment relationship or lack thereof.

### Definition of Sexual Harassment

This policy adopts the definition of sexual harassment as stated in the Illinois Human Rights Act, which currently defines sexual harassment as:

Any unwelcome sexual advances or requests for sexual favors or any conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or
3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Conduct which may constitute sexual harassment includes:

- Verbal: sexual innuendos, suggestive comments, insults, humor, and jokes about sex, anatomy or gender-specific traits, sexual propositions, threats, repeated requests for dates, or statements about other employees, even outside of their presence, of a sexual nature.
- Non-verbal: suggestive or insulting sounds (whistling), leering, obscene gestures, sexually suggestive bodily gestures, "catcalls", "smacking" or "kissing" noises.
- Visual: posters, signs, pin-ups or slogans of a sexual nature, viewing pornographic material or websites.
- Physical: touching, unwelcome hugging or kissing, pinching, brushing the body, any coerced sexual act or actual assault.
- Textual/Electronic: "sexting" (electronically sending messages with sexual content, including pictures and video), the use of sexually explicit language, harassment, cyber stalking and threats via all forms of electronic communication (e-mail, text/picture/video messages, intranet/on-line postings, blogs, instant messages and social network websites like Facebook and Twitter).

The most severe and overt forms of sexual harassment are easier to determine. On the other end of the spectrum, some sexual harassment is more subtle and depends, to some extent, on individual

perception and interpretation. The courts will assess sexual harassment by a standard of what would offend a “reasonable person.”

### **Procedure for reporting an allegation of sexual harassment**

An employee who either observes sexual harassment or believes herself/himself to be the object of sexual harassment should deal with the incident(s) as directly and firmly as possible by clearly communicating her/his position to the offending employee, and her/his immediate supervisor. It is not necessary for sexual harassment to be directed at the person making the report.

Any employee may report conduct which is believed to be sexual harassment, including the following:

- *Electronic/Direct Communication.* If there is sexual harassing behavior in the workplace, the harassed employee should directly and clearly express her/his objection that the conduct is unwelcome and request that the offending behavior stop. The initial message may be verbal. If subsequent messages are needed, they should be put in writing in a note or a memo.
- *Contact with Supervisory Personnel.* At the same time direct communication is undertaken, or in the event the employee feels threatened or intimidated by the situation, the problem must be promptly reported to the immediate supervisor of the person making the report, a department head, a director of human resources, an ethics officer, the city manager or administrator, or the chief executive officer of the municipality.

The employee experiencing what he or she believes to be sexual harassment must not assume that the employer is aware of the conduct. If there are no witnesses and the victim fails to notify a supervisor or other responsible officer, the municipality will not be presumed to have knowledge of the harassment.

- *Resolution Outside Municipality.* The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every report and incident so that problems can be identified and remedied by the Library. However, all library employees have the right to contact the Illinois Department of Human Rights (IDHR) or the Equal Employment Opportunity Commission (EEOC) for information regarding filing a formal complaint with those entities. An IDHR complaint must be filed within 180 days of the alleged incident(s) unless it is a continuing offense. A complaint with the EEOC must be filed within 300 days.

Documentation of any incident may be submitted with any report (what was said or done, the date, the time and the place), including, but not limited to, written records such as letters, notes, memos and telephone messages.

All allegations, including anonymous reports, will be accepted and investigated regardless of how the matter comes to the attention of the Library. However, because of the serious implications of sexual harassment charges and the difficulties associated with their investigation and the questions of credibility involved, the claimant’s willing cooperation is a vital component of an effective inquiry and an appropriate outcome.

## **Prohibition on Retaliation for Reporting Sexual Harassment Allegations**

No library official, library employee or library agency or office shall take any retaliatory action against any library employee due to a library employee's:

1. Disclosure or threatened disclosure of any violation of this policy,
2. The provision of information related to or testimony before any public body conducting an investigation, hearing or inquiry into any violation of this policy, or
3. Assistance or participation in a proceeding to enforce the provisions of this policy.

For the purposes of this policy, retaliatory action means the reprimand, discharge, suspension, demotion, denial of promotion or transfer, or change in the terms or conditions of employment of any municipal employee that is taken in retaliation for a municipal employee's involvement in protected activity pursuant to this policy.

No individual making a report will be retaliated against even if a report made in good faith is not substantiated. In addition, any witness will be protected from retaliation.

Similar to the prohibition against retaliation contained herein, the State Officials and Employees Ethics Act (5 ILCS 430/15-10) provides whistleblower protection from retaliatory action such as reprimand, discharge, suspension, demotion, or denial of promotion or transfer that occurs in retaliation for an employee who does any of the following:

1. Discloses or threatens to disclose to a supervisor or to a public body an activity, policy, or practice of any officer, member, State agency, or other State employee that the State employee reasonably believes is in violation of a law, rule, or regulation,
2. Provides information to or testifies before any public body conducting an investigation, hearing, or inquiry into any violation of a law, rule, or regulation by any officer, member, State agency or other State employee, or
3. Assists or participates in a proceeding to enforce the provisions of the State Officials and Employees Ethics Act.

Pursuant to the Whistleblower Act (740 ILCS 174/15(a)), an employer may not retaliate against an employee who discloses information in a court, an administrative hearing, or before a legislative commission or committee, or in any other proceeding, where the employee has reasonable cause to believe that the information discloses a violation of a State or federal law, rule, or regulation. In addition, an employer may not retaliate against an employee for disclosing information to a government or law enforcement agency, where the employee has reasonable cause to believe that the information discloses a violation of a State or federal law, rule, or regulation. (740 ILCS 174/15(b)).

According to the Illinois Human Rights Act (775 ILCS 5/6-101), it is a civil rights violation for a person, or for two or more people to conspire, to retaliate against a person because he/she has opposed that which he/she reasonably and in good faith believes to be sexual harassment in employment, because he/she has made a charge, filed a complaint, testified, assisted, or participated in an investigation, proceeding, or hearing under the Illinois Human Rights Act.

An employee who is suddenly transferred to a lower paying job or passed over for a promotion after filing a complaint with IDHR or EEOC, may file a retaliation charge – due within 180 days (IDHR) or 300 days (EEOC) of the alleged retaliation.

### **Consequences of a Violation of the Prohibition on Sexual Harassment**

In addition to any and all other discipline that may be applicable pursuant to the Library policies, employment agreements, procedures, employee handbooks and/or collective bargaining agreement, any person who violates this policy or the Prohibition on Sexual Harassment contained in 5 ILCS 430/5-65, may be subject to a fine of up to \$5,000 per offense, applicable discipline or discharge by the Library and any applicable fines and penalties established pursuant to local ordinance, State law or Federal law. Each violation may constitute a separate offense. Any discipline imposed by the Library shall be separate and distinct from any penalty imposed by an ethics commission and any fines or penalties imposed by a court of law or a State or Federal agency.

### **Consequences for Knowingly Making a False Report**

A false report is a report of sexual harassment made by an accuser using the sexual harassment report to accomplish some end other than stopping sexual harassment or retaliation for reporting sexual harassment. A false report is not a report made in good faith which cannot be proven. Given the seriousness of the consequences for the accused, a false or frivolous report is a severe offense that can itself result in disciplinary action. Any person who intentionally makes a false report alleging a violation of any provision of this policy shall be subject to discipline or discharge pursuant to applicable municipal policies, employment agreements, procedures, employee handbooks and/or collective bargaining agreements.

In addition, any person who intentionally makes a false report alleging a violation of any provision of the State Officials and Employees Ethics Act to an ethics commission, an inspector general, the State Police, a State's Attorney, the Attorney General, or any other law enforcement official is guilty of a Class A misdemeanor. An ethics commission may levy an administrative fine of up to \$5,000 against any person who intentionally makes a false, frivolous or bad faith allegation.

This policy was drafted using the Illinois Department of Human Rights Sexual Harassment Model Policy and has been modified to conform to Public Act 100-0554.

Adopted: 12/13/2017

Reviewed: 11/9/2022

## Accidents / Incidents and Reporting Forms

If an accident involving a patron or staff member takes place on library property, an accident report must be filled out as soon as possible, preferably on the same day. The director or supervising staff member should be notified immediately. If an incident involving a patron or staff member takes place on library property, an incident report must be filled out as soon as possible, preferably on the same day. An incident may include, but is not limited to: sexual harassment, problem patrons, or unseemly conduct by a patron or staff member. The director or supervising staff member should be notified immediately. Blank accident and incident forms are available at the Circulation Desk. They may also be obtained from the Library Director.

Adopted: 11/9/2022

Reviewed:

## CONFIDENTIALITY

The River Grove Public Library is subject to the provisions of The Library Records Confidentiality Act (75 ILCS 70/1, 70/2 – full text attached). All patron-identifiable information is confidential. This includes all records, files, computers and electronic media that might contain such information.

Confidential library records (i.e. records pertaining to an individual patron's use of library materials or resources) may not be released or made available in any format to a federal agent, state or local law enforcement officer, or other person unless a court order in proper form has been entered by a court of competent jurisdiction, or when the information is requested by a sworn law enforcement officer who represents that it is impractical to secure a court order as a result of an emergency where the law enforcement officer has probable cause to believe that there is an imminent danger of physical harm.

Library staff must cooperate with federal, state, and local law enforcement agencies when they are acting within the scope of a lawfully issued court order or when a sworn law enforcement officer has presented a case of probable cause of imminent danger of physical harm. Staff may also disclose patron identifiable information to a law enforcement officer upon request, if:

- The name and description, if personally known to the staff member, of any person who has committed, is committing, or threatens to commit a crime affecting Library staff or members of the Board of Trustees, Library patrons or users, or Library property; and
- to the extent the staff member is a witness to such a crime, any other information relevant to the crime that is personally known by the staff member.

Patrons requesting confidential information must present their library card or other identifying information. Signatory parents or their designee may access information contained in a minor child's record upon provision of identification. Patrons also have the ability to have a designee pick up requested materials when showing appropriate identification furnishing the patron's library card.

In all other cases the Library will generally refuse to disclose any patron-identifiable information and staff are prohibited from permitting anyone to access or view any non-public computers, files, or records which might contain patron-identifiable information.

When contacting a patron, patron-identifiable information (such as the title or subject of a an item checked out or requested by a patron) may not be left on an answering machine, voice mail unsealed post card, or e-mail to the patron, unless e-mail is specifically designated by the patron in writing as being the notification method of choice. The Library cannot be responsible for maintaining confidentiality in the notification process if e-mail is selected by the patron.

The Library Director or PIC should be contacted immediately if a staff member:

- is approached with or learns of any subpoena, court order, warrant or other legal process directed to the Library or relating to Library property; or

- is approached by a law enforcement officer requesting information from the Library, who believes there is imminent danger that someone will be physically harmed and it is impractical to get a court order; or
- receives requests for patron-identifiable information other than from that patron; or
- learns that certain patron-identifiable information may pertain to a crime (e.g., finding child pornography on a computer); or
- believes any patron-identifiable information has been improperly disclosed or may be at risk of being improperly disclosed; or
- has any questions about the Confidentiality Policy.

Adopted: 12/12/2018

Reviewed: 11/9/2022

## Gifts and Donations

Members of the community are encouraged to support the mission of the River Grove Public Library through gifts in the form of materials or financial support.

### Print and Non-Print Materials Donations

The Library accepts the following materials:

- New or gently used hardcover and paperback books (see exceptions below)
- Audiovisual materials (DVD, CD, audiobooks) in good condition

Small donations (no more than two medium-sized boxes/paper grocery bags) of items can be brought to the circulation desk during normal business hours.

The Library does NOT accept:

- Damaged or moldy items
- Textbooks, workbooks or materials with highlighting or handwriting (except author-signed books)
- Medical and computer books over 3 years old
- Technical books of very specialized nature
- Encyclopedias
- Reader's Digest condensed books
- Cassette tapes
- Records
- Magazines
- Craft supplies

The Library reserves the right to accept, decline, discard, or sell in the ongoing or periodic book sales any materials which are presented or offered. Donations may not be left outside or placed in book drops. Donated materials shall be handled according the Library guidelines. The Library Director will refer decisions on unusual gifts such as works of art or gifts with significant policy implications to the Library Board for decision.

The Library will not provide an appraisal for donations of materials which are accepted for its collection or the book sale. Gifts to the River Grove Public Library may be deductible for income tax purposes, but the Library accepts no responsibility for any individual's use of tax deductions. A receipt for the number and type of items donated shall be provided to donors who request it.

For more information on donating to the Library, please call us at 708-453-4484.

Adopted: 5/9/2018

Reviewed: 11/9/2022

## Patron Conduct Policy

The River Grove Public Library District is dedicated to providing access to knowledge and information through reading, writing, and quiet contemplation, providing patrons the right to use materials and services without being disturbed or impeded, and providing patrons and employees a secure and comfortable environment. The Public Library Act provides the Board of Library Trustees with the general power to carry out the spirit and intent of the Act in establishing and maintaining the library and providing library services and the specific power to “exclude from the use of the library any person who willfully violates an ordinance or regulation prescribed” (75 ILCS 5/4-7).

The Board of Library Trustees of the River Grove Public Library District establishes its conduct policy as follows:

1. A patron of any age who is talking loudly enough to disturb other patrons, or is engaging in any activity which disturbs other patrons or staff, or is damaging library materials or facilities, will be asked to display their Library card or other form of identification and desist from such activity immediately.
2. Such instances involving minors will be reported in writing to the parent or guardian.
3. If following request, the patron refuses to comply, or responds to the request in an abusive fashion, they will be required to leave the Library premises immediately for the balance of that calendar day. If they fail to do so, the police will be summoned.
4. Library personnel will record instances in which patrons are required to leave the library. Upon the third recorded instance in which a patron is required to leave the library premises, the Director shall bar the patron from use of library premises for a period ranging in length from one week (7 days) to three months (90 days). A formal letter barring a patron’s access to the Library will be delivered to the disruptive patron or parents/ guardians of minors and advised of the consequences of any further recorded instances. The period of exclusion shall begin on the day the letter is delivered.
5. If a patron’s behavior is deemed egregious, or if a patron persists in abusive conduct or disruptive behavior following a period of exclusion, the Director shall report to the Board of Library Trustees such conduct and the Board will consider a long-term exclusion of that patron.
6. Persons wishing to appeal such action may do so upon written request to the Director and the Board of Library Trustees.

## Behavior Guidelines

To insure that all patrons may have considerate use of the River Grove Public Library, appropriate behavior is expected. Violation of any of the following rules will result in a warning and/or expulsion from the property. When necessary, police will be contacted. The Director and supervisory staff have authority to carry out all powers of this policy.

1. No loud talking or boisterous behavior (running, excessive seat changing, etc.).
2. Drinks, with lids, are allowed in the Library.
3. Simple foods like snacks are permitted in the Library.
4. Smoking, chewing, and rolling tobacco products, including e-cigarettes is not allowed indoors or within 15 feet from any entrance.
5. No destruction or mutilation of Library property.
6. No parking of bicycles or other vehicles in a manner that blocks or hinders entry to the Library.
7. No conduct which is disruptive to the operation of the library or threatening to patrons, staff, or Library property.
8. No animals will be allowed in the library except for certified service ~~dogs~~ animals or animals that are part of a scheduled Library program.
9. Cell phones and all electronic devices are permitted in the Library. However, use cannot disturb other patrons, so use outside of the Library is encouraged.
10. Children nine years and younger must be accompanied by an adult or mature caregiver at all times.
11. Prolonged or habitual sleeping is not allowed on Library property.
12. Bathing, shaving, laundering and improper use of restrooms is not allowed.
13. Photographing or recording on Library property is not allowed without permission.

Adopted: 1/16/2007

Reviewed: 2/8/2017; 11/9/2022

## Unattended Children

The Library has a responsibility to provide an environment that is safe and comfortable for every patron who is appropriately using its services and facilities. The Library Board and staff are eager for children to use the library and welcome those who do so, as service to children is an important part of the Library's mission.

Parents should be aware that the Library is a public building open to all individuals. Children under the age of nine must be accompanied and directly supervised at all times by a parent or other responsible caregiver. It is not the Library staff's function or purpose to provide supervision or to care for children while parents or caregivers are outside the Library. Staff will not monitor children leaving the library. If a child is not able to leave the Library without an adult, he/she should not be in the Library without an adult.

### **Rules for Unattended children as directed by the River Grove Public Library District Board of Trustees**

#### **See Illinois Library Law Provision: 75 ILCS 5/4 11**

1. Caregivers are responsible for the conduct and safety of their children on Library premises at all times. Caregivers are responsible for providing appropriate supervision based on the ages, the abilities and the levels of responsibility of their children.
2. Caregivers are expected to be aware of the opening and closing times of the Library, and the start and finish time of Library events, bearing in mind that these can and do change. Children left alone in the Library, or on Library grounds, could be vulnerable. Every effort will be made to contact the parents or guardians prior to closing. If a child is left at the Library after closing time, or as the result of an emergency closing the police will be called.
3. Children are expected to adhere to the same standards of conduct expected of adults. All Library users are required to respect Library property and to act in a manner appropriate to the use and function of the Library. (~~see Library Public Conduct Policy 5064~~ see Patron Conduct Policy). Children who are not using the Library appropriately, who are interfering with the rights of others to enjoy the library or who require excessive staff attention or supervision will be asked to leave the Library.
4. Under no circumstances will a staff member take a child out of the building or transport children to another location.

Adopted: 12/2007

Reviewed: 11/9/2022

## Fax Policy

- \$1.00 per page sent for faxes
- Faxes can be sent within the continental USA only
- \$.25 for each page received
- There is no charge for cover sheet unless cover sheet is only page sent/received
- The service is intended for use by our patrons for personal use
- The service is not intended to be the personal fax service for any business.
- The fax service may not be used for any illegal purpose
- Patrons must abide by all copyright laws
- All material received to be faxed must be on an 8½" by 11" sheet of typing or photocopy paper.
- Only sheets of white paper with black printing will be accepted for faxing
- All sheets received for faxing must be in condition to go through fax machine (free of wrinkles, folds, and tears)
- Materials not in appropriate form may be photocopied at patrons expense
- Patrons will be given receipt of fax transmission
- River Grove Public Library is not responsible for quality fax received or sent due to second party equipment (i.e., telephone transmission or other fax machine)
- RGPL is not responsible for any content received
- Staff will assist in fax service as other duties allow. Patrons are reminded that this is an ancillary service and other services receive priority

## Meeting Room Policy

The meeting room of the River Grove Public Library District is available to local groups and organizations in accordance with regulations established by the Library Board of Trustees. Use of the meeting room by any group or organization does not constitute an endorsement by the Library Board of the groups policies or beliefs. Meetings are to be scheduled during regular Library hours, and not may extend beyond the Library's regular closing time, except by written permission of the Library Director. Attendance is limited according to meeting room and seating arrangement. All meetings shall be open to the public.

The Library has two rooms available for public use. They are the large meeting room (Youth Room) and a study room. The River Grove Fire Department has set seating limits in the large meeting room. This room has a capacity of 65 and can seat up to 30 individuals in chairs or 20 people seated at tables. The study room is limited to six (6).

### Permissible Meetings

The meeting room may be used for the following purposes:

1. River Grove Public Library District Board sponsored meetings or programs and library related programs
2. Local business, civic, cultural, or educational meetings\*
3. Meetings of official agencies, committees, and Boards of local units of government

Priority is given to meetings or programs of the Library Board of Trustees, Library-sponsored meetings or programs, and Library related meetings or programs.

\*"Local" refers to the River Grove Public Library District and groups or agencies, which are in the District or benefit primarily District residents.

### Exclusions

1. Private social functions
2. Programs which are not suitable for the Library's physical facilities
3. Programs or gatherings which present a danger to welfare of the participants, attendees, Library staff, and patrons, and/ or community
4. Programs not in keeping with the Library's goals and objectives, or which would interfere with the Library's work by causing excessive noise, safety hazard, security risk, etc.
5. For-profit groups soliciting or selling products or services
6. Individual use, such as tutoring (exception: study rooms).
7. Illegal gambling activities, including bingo and raffles
8. Partisan political rallies

### Reservations

1. In order to reserve a meeting room, an application must be made a least one month in advance of the desired meeting date
2. The Library's application form must be completed, signed, and filed with a supervisor. A copy of the completed application will be given to the applicant for the records.

3. The Library reserves the right to revoke permission to use the meeting room. Inclusion of false information on the application form will result in automatic and immediate revocation of permission.

### **Use of Kitchen Facilities**

1. The kitchen facility may be used to prepare light refreshments or light luncheons which involve no cooking. No candles or use of any incendiary items are permitted.
2. Alcoholic beverages are not permitted.
3. Clean-up is the responsibility of the group or organization using the facility.
4. No dishes, utensils or kitchen equipment, except a coffee maker, will be provided by the library. The library does not supply coffee, filters or condiments.
5. A fee may be charged if the group's use of the room has resulted in the need for repair to Library furnishings or equipment, or if excessive cleanup is required by Library staff. Imposition of this fee will be at the discretion of the Library Director.

### **Responsibility for Equipment and Furnishings**

1. No signs, displays or exhibits shall be attached to the walls in any other manner.
2. Organizations shall accept responsibility for the repair or replacement of damaged or missing equipment and furnishings or for damage to the building's interior.
3. No material, equipment or furniture belonging to groups or organizations may be stored on the library's premises.
4. The library will not be responsible for any items left on the premises.
5. The library is not responsible for arranging chairs, tables, or equipment for meetings. Groups using the meeting room are responsible for returning the furnishings to their previous arrangement.
6. The Library does not permit additional electrical equipment, other than that provided by the Library, in the kitchen or meeting room without prior approval.
7. The adult filing an application to reserve a meeting room must agree to assume full responsibility for any damages to the facility or equipment which may occur as a result of the group's use.
8. Equipment will be left in the same state as found. Additional costs will be added if staff assistance is needed to run the equipment to reimburse the library for expenses.

### **General Regulations**

1. All equipment and appliances must be left unplugged
2. Neither the name, telephone number, nor address of the River Grove Public Library District may be used as the official address or headquarters of a group or organization.
3. The Library Director or designee is authorized to terminate the meeting of any group or organization that becomes disorderly or objectionable and to deny subsequent use of the room to groups that violate policies and regulations. (River Grove Public Library District's Board of Trustees has the final decision on all disciplinary actions, refusals, and or re-instatements of use for meeting rooms.)
4. Smoking is not allowed in any part of the library at any time.
5. Any group using the meeting room must comply with the Americans with Disabilities Act, and are responsible for providing qualified interpreters or auxiliary aids upon request.

6. The Library is not liable for injuries to people, damage to their property, or loss of property belonging to individuals or groups using the meeting rooms.
7. Monetary collections are not permitted.
8. Signs with meeting information may be displayed in the meeting room and main Library entrances. The signs may contain the name of the organization and time of the meeting. No other signs will be displayed.
9. The Library cannot be used as a mailing address.
10. The Library will not receive non-emergency calls or take messages for individuals or organizations.
11. Promotion of non-library-sponsored events must not imply Library sponsorship or endorsement.
12. No one at any meeting extending beyond Library closing hours may be in any other part of the Library except for the use of the washrooms.
13. Minors may use the meeting room only under direct supervision of adults, who will assume full responsibility for activities.

### **Appeal and Review**

The Board of Trustees of the River Grove Public Library District will review the meeting room policy and regulations periodically, and reserves the right to amend them at any time. The Board authorizes the Library Director to waive regulations under appropriate circumstances.

Any appeals for changes in or exceptions to, any portion of the meeting room policy will be considered. An individual or organizations wishing to file an appeal shall submit it to the Library Director in writing.

The Library Director will respond in writing. If the individual or organization feels that the response is unsatisfactory, he/she may submit a written request for consideration by the Board of Trustees. The Board of Trustees will review the request and notify the organization or individual of their decision in writing. The Board's decision is final.

Adopted: 11/9/22

Reviewed:

## Public Relations

Public relations goals of the library include but are not necessarily limited to:

Maintaining contact and relations with the general public, governing officials, school officials, community organizations and civic leaders so that the aforementioned are made aware of the library's objectives and services.

Publicizing the library's resources and services by the use of available media.

Public relations involve every person who has any connection with the library, including library staff and the Board of Trustees. Board members and library employees should be aware that they represent the library in every public contact.

The Director and professional staff will be expected to participate in community activities on a regular basis.

Adopted: 11/9/2022

Reviewed:

## Solicitation

The River Grove Public Library District has an obligation to both protect the safety of library users and to ensure that all users can freely access and quietly enjoy the library's services. Free and unimpeded access to the library building is a necessary precondition for meeting this obligation.

Active solicitation within the library building and the areas of egress to the library and the library parking lot is not permitted unless it is a library function or an activity related to fund raising for the library and under the general supervision of the library staff. Active solicitation refers to any person-to-person communication for the purposes of

- obtaining contributions and donations
- selling merchandise, coupons, or tickets
- collecting signatures
- distributing educational or promotional materials
- recruiting members or clients
- and financial solicitations/transactions

The passive solicitation and collection of donations by community-based, non-profit organizations is permitted. Notices may be posted to a public bulletin board and bins placed in approved areas to collect items for this purpose. Use of these resources is subject to the approval of the Library Director or Library Trustees. The library assumes no responsibility for contents collected or donated. The library does not permit any exchange of monies or funds for this purpose.

Signs and banners, including lawn signs are prohibited on library property unless it is for a library function or an activity related to fund raising for the library and are approved by the Library Director. Handbills, flyers, leaflets, pamphlets, or other written material that advertises, promotes, or informs persons about a person, business, company, or food service establishment are prohibited from being distributed on library property or being placed on vehicles in library parking lots.

Candidates with nomination papers may solicit signatures outside of the library building as long as it is done in a reasonable and unobtrusive manner.

Nothing in this policy shall be construed as preventing the sale of publications, artwork, or recordings by writers, artists or performers who have been engaged by the library for a presentation or performance.

The Library Director shall make the final determination as to whether a solicitation is active or passive, and if the activity is permitted under this policy.

Adopted: 11/9/22

Reviewed:

## Bulletin Board Policy

- As a community service to non-commercial and non-profit organizations engaged in educational, local governmental, cultural, intellectual or charitable activities, the River Grove Public Library District provides a bulletin board for posting or distributing announcements of civic events, and programs or informational material. The Library reserves the right to request a copy of an organization's 501(c) for proof of non-profit status.
- It is intended to provide information to the public on upcoming events or programs sponsored by local organizations and the sale of material for fund raising purposes for the library or the Friends of the Library.
- It is not intended to advertise items or services for sale by commercial entities, profit organizations or individuals, or items relating to political campaigns, offensive ads, garage sales, rental properties, want ads, tear-off ads, or fundraising events or requests for contributions with the exception of those from the Friends of the River Grove Public Library District.
- Materials must not exceed 11" x 17".
- Materials must be submitted to the Library Director or his/her designee for review, approval, and posting by a designated staff member. Staff will remove and dispose of items which have not been approved.
- Due to the competition for bulletin board space, all items shall be posted for a period of one week if space is available. Items may be posted for longer than one week if there is room. Items will be posted on a first come, first served basis. Decision of Library Director is final.
- The library reserves the right to refuse or remove any display, notice, or handout that does not comply with these policies and guidelines.
- The library assumes no responsibility for the preservation, protection or possible damage or theft of any item posted or distributed. All items placed in the library are done at the owner's risk. Transfer of ownership of materials is irrevocable.

Adopted: 12/13/2017

Reviewed: 11/9/2022

## Security Camera Policy

The River Grove Public Library District uses security cameras to help document events involving the safety and security of Library users, staff, and property. The security camera installation consists of dedicated cameras which may provide real-time surveillance through a video management system. The primary use of security cameras is to discourage inappropriate and illegal behavior and to enhance the opportunity to apprehend offenders. Library use is governed by the policy established by the Library Board of Trustees and any applicable rules or regulations adopted by the Library. The Library Director as the executor of the policy for the Board of Trustees has discretion in determining what use is "in the best interest of the Library" and is authorized to act accordingly, including limiting the use of the building and services by individuals whose activities interfere with Library operations, adversely affect public safety, or cause public disturbances. The Board of Trustees may modify, amend or supplement this policy, as it deems necessary and appropriate.

### **SIGNAGE**

The Library shall post and maintain signs giving notice of the use of security cameras for monitoring and recording activity in public areas of the Library property.

### **CAMERA LOCATION**

Cameras are located at indoor and outdoor Library locations to view service desks, exits, and areas prone to theft, vandalism or other activity that violates Library policy or criminal law. In no event shall cameras be located in areas where patrons and/or staff have a reasonable expectation of privacy such as restrooms.

### **ACCESS TO DIGITAL IMAGES**

Video data is recorded and stored digitally. Recorded data is considered confidential and secure. Access to live feeds of images is available to staff at services desks in order to monitor current activity. Access to recorded video data is limited to the Library Director and staff of the Building Operations Department.

### **RETENTION OF DIGITAL IMAGES**

Recordings shall be kept for approximately 30 days with the exception of appropriate still shots or selected portions of the recorded data relating to specific incidents. These shall be retained for one year after the incident. The storage media shall be kept in a secure area.

### **ACCESS BY LAW ENFORCEMENT AND PATRON PRIVACY**

Video surveillance records are not to be used directly or indirectly to identify the activities of individual Library patrons except as viewed in relation to a specific event or suspected criminal activity, suspected violation of Library policy, or incidents where there is reasonable basis to believe a claim may be made against the Library for civil liability. Authorized individuals may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on library property.

Video data will be made available to law enforcement officials or agencies upon written request. The Library shall retain a copy of the request. Recorded data will be accorded the same level of confidentiality and protection provided to library users by Illinois state law and the Library's policies with respect thereto.

#### **DISCLAIMER OF LIABILITY**

Any patron or staff member shall be given a copy of this policy regarding use of the security cameras upon request. The Library disclaims any liability for use of the video data in accordance with the terms of this policy, given that the Library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

#### **DAMAGES AND LIABILITY**

Any individual using the Library shall be held responsible for willful or accidental damage to the Library's building and collections caused by the individual in accordance with the Library Conduct Policy.

#### **APPEAL AND REVIEW**

The Board of Trustees of the River Grove Public Library District will review the Security Camera policy and regulations periodically and reserves the right to amend them at any time. The Board authorizes the Library Director to waive regulations under appropriate circumstances. The Library Director is the chief person empowered to make decisions regarding the use of the security cameras.

Any appeals for changes to, or exceptions to, any portion of the Security Camera policy will be considered. An individual wishing to file an appeal shall submit it to the Library Director in writing. The Library Director will respond in writing.

#### **FOIA Requests Regarding Camera Footage/ Stills/ Enhanced Photos**

Security camera footage, like most other administrative documents in the Library, can be considered public materials and are therefore accessible through a specific incident FOIA request. However, the River Grove Public Library FOIA Officer can deny a specific request if it can be proven unwarranted invasion of personal privacy 5 ILCS 140/7 (1)(a) or the Family Educational Rights & Privacy Act (FERPA).

Adopted: 5/2017

Reviewed: 11/9/2022

## Disc Cleaning and Repair Policy

The River Grove Public Library District (“Library”) is proud to offer this service to our patrons under the following terms and conditions:

1. Please limit repairs to (5) discs per week in a clearly marked case or CD-type holder.
2. The Library charges \$2.00 per disc which must be paid prior to cleaning. The Library will not refund any item that still does not work after a repair is made. The patron has 7 days to notify the Library that the repair did not work, and be offered a second cleaning at no additional cost.
3. ID is required to pick up your repaired items.
4. Timeframe for cleaning is estimated at one week. Please allow this time before calling the Library. Discs will not be cleaned on a “while you wait” basis.
5. Staff will contact patron via preferred method of communication when disc(s) are ready to be picked up. The Library will hold discs for a maximum of two weeks. After this time period is reached, the unclaimed discs will become property of the Library and will be received into the collection or disposed of at its discretion.
6. The Library will only repair 1-sided DVD’s and CD’s. We will not repair 2-sided discs.
7. We will make a reasonable attempt to repair the patron’s disc to a like new condition, with the following understanding:
  - a. Not all discs can be repaired – we cannot repair cracked or chipped disc or discs that have been damaged by deep scratches, heat, or chemicals.
  - b. While most repaired discs will be returned in almost like new condition, there may be a slight, barely noticeable circular pattern created during the wet sanding process. This is normal and cannot be avoided. It should not affect the playability of a repaired disc.
8. Patrons assume the entire risk related to this service. The Library provides this service “as is” and the Library disclaims any and all warranties, whether expressed or implied. The patron agrees to indemnify and hold harmless the Library, its officers, employees, and agents from and against all suits, claims, actions and expenses arising out of the use of this service.

If there further questions about our Disc Repair services, contact the Library at 708-453-4484.

Adopted: 07/2017

Reviewed: 11/9/2022

## Smoking, Drug, and Alcohol Free Policy

Pursuant to the Smoke Free Illinois Act (Public Act 095-0017), smoking (in any form, including e-smoking) is prohibited within the Library and within fifteen (15) feet of entrances, exits, windows that open, and ventilation intakes that serves an enclosed area where smoking is prohibited.

To register a complaint:

- Call the Illinois Department of Public Health at 866-973-4646
- Obtain a complaint form at [www.smoke-free.illinois.gov](http://www.smoke-free.illinois.gov)

Additional information is available from:

Illinois Department of Public Health  
535 West Jefferson Street  
Springfield, IL 62761  
Phone: 217-782-4977  
Fax: 217-557-3497  
TTY: 800-547-0466

The River Grove Public Library District recognizes the non-medical use of controlled substances, or the inappropriate use of a substance, is hazardous to the health of the patrons and employees of the Library. Additionally, the use of alcohol by patrons is recognized as both hazardous and often illegal, and the irresponsible use of alcohol by employees is detrimental to the Library environment. The illicit manufacture, use, possession, or distribution of controlled substances, look-alike drugs, drug paraphernalia, and the manufacture, use, possession, or distribution of alcoholic beverages, marijuana, and its derivatives as defined by Illinois and Federal statute, at any time, is not permitted at any Library location. Individuals present on Library property or at a Library location who are impaired are in violation of this Policy. An individual is considered impaired when he or she manifests specific, articulable symptoms that decrease or lessen performance of duties or tasks including symptoms of speech, physical dexterity, agility, coordination, demeanor, irrational or unusual behavior, negligence or carelessness in operating equipment, disregard for the safety of others, or carelessness that results in any injury to others or to property.

“Library location” means in any Library building, on any Library premises, in any Library-owned vehicle, or at any Library-sponsored activity where patrons or employees are engaged in activities under the jurisdiction of the Library. This shall include any period of time when an employee is supervising students on behalf of a school district or is otherwise engaged in Library business.

Any employee who violates the term of this Policy may be suspended or terminated pursuant to the rules and regulations of the Library and applicable state statutes. The Library may, in its sole discretion, refer incidents to appropriate legal authorities for prosecution when this Policy is violated. Sanctions against employees shall be in accordance with prescribed Library regulations and procedures. The Library’s employees, as a condition of their employment, agree to abide by the terms of this Policy and to notify the Library, no later than five (5) days after a conviction, of any criminal drug or alcohol statute conviction for a violation occurring at a Library location. The Library, if or when required by law, shall report such conviction to the appropriate authorities.

A patron who violates the terms of this Policy may be expelled from the Library location involved or any Library location at the sole discretion of the Library, and use privileges may be suspended for a specified period of time. The Library may, in its sole discretion, refer incidents to appropriate legal authority for prosecution when this Policy is violated. Sanctions against patrons shall be in accordance with Library regulations and procedures.

The Library may obtain and make available materials from local, system, state, and national antidrug and alcohol abuse organizations and, where appropriate, enlist the aid of community and state organizations with drug and alcohol information and rehabilitation programs to provide information to the Library patrons and employees.

In order to make patrons and employees aware of the dangers of drug, alcohol, and substance abuse, this Policy will be distributed to all employees and prominently posted at the Library. Patrons and, in the case of minors, their parents shall be advised of this Policy in the same manner as they are advised of the Library's disciplinary policies and procedures. The Library may conduct a periodic review and evaluation of this Policy to evaluate its effectiveness and to implement changes, if appropriate.

Adopted: 11/9/2022  
Reviewed:

## Alcohol Policy

### Purpose

In compliance with Illinois Public Act 99-0559, the River Grove Public Library District establishes this policy to allow for the restricted and responsible use of alcohol on library grounds in order to enrich the cultural and/or educational experience of event participants.

### Guidelines

- Allowable Instances: Alcohol is allowed to be served at events sponsored by the library or that are co-sponsored by the library and another entity. The serving of alcohol will not be permitted at any event unless first pre-approved by the Director, in compliance with this policy. Outside groups or individuals conducting a meeting or event at our library are not allowed to serve alcohol.
- Examples of Allowable Events: Events may include but will not be limited to fundraisers, discussion group meetings, programs discussing alcohol within the cultural heritage of a group, or educational programming intended to broaden the understanding of a topic relating directly or indirectly to alcohol.
- Serving of Alcohol: Alcohol may be served at pre-approved events by catering staff secured for such purpose by the library. Alcohol may also be served by any library staff member or volunteer who is of legal age and designated by the Director to do so.
- Locations for Serving: Alcohol may be served at pre-approved events held within an enclosed or controlled space, such as a meeting room or conference room or throughout the library facility or its grounds, so long as there is a means by which to (1) prevent access to the general public, (2) prevent alcohol from being removed from the premises by attendees, and (3) steps are taken to prevent the sale or distribution of alcohol to persons under the age of 21.
- Preventing Underage Drinking: To prevent underage drinking, the library will check acceptable forms of identification of all attendees to any event where alcohol is served. Examples of acceptable forms of identification include: a valid current driver's license or photo ID card issued by the Illinois Secretary of State's Office or any other State; a valid Armed Forces ID; a valid U.S. passport or foreign passport (with U.S. travel visa) containing the holder's photograph; or other appropriate forms of identification acceptable under the Illinois Liquor Control Act.
- Violations: Purposely deceiving library staff in order to unlawfully gain access to an event where alcohol is served is a crime and will be reported to the proper authorities.
- Waivers: Approval of individual situations not described here will be determined by the Director. Waiver of any prohibitions in this policy may be requested by written application directed to the Board of Library Trustees.

### Insurance

The Illinois Liquor Control Act of 1934 [235 ILCS 5/6-21(a)] requires the Illinois Comptroller to determine each year the liability limits for causes of action brought under the Act. Per Illinois Public Act 99-0559, when serving alcohol the library district must provide liability insurance with a coverage limit that saves harmless the library from all financial loss, damage, or harm under the maximum liability limits set forth in the Illinois Liquor Control Act of 1934. The library's liability insurance coverage is determined annually. The Director shall ensure that said liability insurance meets the parameters set forth in this policy before approving any programs or events where alcohol is to be served.

Adopted: 6/13/2018 Reviewed: 11/9/2022

## Roku Policy

Patrons seeking to borrow a Roku device must reside in River Grove and have a current River Grove Library Card in good standing. **Borrowers must be 18 years of age or older.** Roku devices are not available for reciprocal borrowers or for interlibrary loan.

Patrons can only borrow one Roku device at a time. **The check out period for all Roku devices is 7 days.** River Grove patrons can place holds on Roku devices. **There are no renewals.** Once returned, a patron must wait 24 hours before checking out a Roku device again.

**Roku devices may be returned at the front desk or the AV book drop.** They are not to be returned at another library.

Each Roku is preloaded with selected accounts and content, in accordance with library collection policies. Borrowers may not download or delete any titles, accounts, or content from the Roku player. The library is not responsible for any costs incurred while borrowers use the equipment.

**Please note that a Wi-Fi connection is required to use a Roku device.** Since the Roku device streams content through the internet, it will not function if not connected to the internet. The use of the internet and Wi-Fi is at borrower's own expense.

The Roku device is not considered returned until all items within the pouch have been returned (Roku, Remote, Power Adapter, Case, Batteries, Paperwork, and Pouch.) to the library in working condition. If any items are missing upon return, late fees are charged, in addition to any charges for Roku devices and components not returned in original working condition.

**There is a \$5.00 per day late fee for the Roku and its components if not returned on the date due, and your Library card will be blocked. Once the Roku is returned and fines are paid your account will be unblocked.**

Charges for replacements of damaged or lost items are as follows:

Roku:	\$50
Remote:	\$15
Power Adapter:	\$10
Case:	\$10
Paperwork:	\$1.00
Pouch:	\$15.00

If all components are lost there is a \$50 fee and a \$5 processing fee.

If patrons experience problems with the Roku device they can call the Library with any questions. Library staff may not always be available to provide technical support. The borrower will be financially responsible if they try to troubleshoot problems and damage occurs.

The Library assumes no responsibility for any damage to Library users' personal devices or equipment. Tampering with Library equipment or attempting to access or modify the system is prohibited.

Approved 3/14/2018

Reviewed: 11/9/2022

## Travel Expense Reimbursement Policy

### A. Purpose.

The *River Grove Public Library District* ("Library") will reimburse employee and officer travel, meal, and lodging expenses incurred in connection with pre-approved travel, meal, and lodging expenses incurred on behalf of the Library. Employees and officers are expected to exercise the same care in incurring expenses for official business as a prudent person would in spending personal funds.

### B. Definitions.

"Entertainment" includes, but is not limited to, shows, amusements, theaters, circuses, sporting events, or any other place of public or private entertainment or amusement, unless ancillary to the purpose of the program or event.

"Travel" means any expenditure directly incident to official travel by employees and officers of the Library involving reimbursement to travelers or direct payment to private agencies providing transportation or related services.

### C. Authorized Types of Official Business.

Travel, meal and lodging expenses will be reimbursed for employees and officers of the Library only for purposes of official business conducted on behalf of the Library. These include but are not limited to off-site or out-of-town meetings related to official business and pre-approved seminars, conferences and other educational events related to the employee's or officer's official duties. If you are unsure whether an expense is reimbursable, please contact the Library Director.

### D. Categories of Expenses.

1. **Airfare** – Travelers are expected to obtain the lowest available airfare that reasonably meets business travel needs. Travelers are encouraged to book flights at least 30 days in advance to avoid premium airfare pricing. Only coach or economy tickets will be paid or reimbursed. The traveler will pay for the difference between higher priced tickets and coach or economy tickets with his or her personal funds.
2. **Personal Automobiles** –Mileage reimbursement will be based on mileage from the work location office to the off-site location of the official business, not from the employee's or officer's residence. When attending a training event or other off-site official business directly from an employee's or officer's residence, no reimbursement will be made if the distance is less than the mileage of a normal commute to the workplace. If the distance is higher than the employee's or officer's normal commute, reimbursement will be paid based on the differential of the commute less the mileage of a normal commute to the workplace. An employee or officer will be reimbursed at the prevailing IRS mileage rate. The traveler will only be reimbursed up to the price of a coach airfare ticket if they drive to a location for which airfare would have been less expensive.
3. **Automobile Rentals** – Travelers will be reimbursed for the cost of renting an automobile including gasoline expense only as provided in this section. Travelers using rental cars to conduct official business are required to purchase insurance through the rental agency. Car

rental insurance will cover the vehicle during personal use, e.g., using the vehicle after the conference has ended. Compact or mid-size cars are required for two or fewer employees or officers traveling together and a full-size vehicle may be used for three or more travelers. The traveler must refuel the vehicle before returning it to the rental company.

4. **Public Transportation** – In the case of local training or official business where an employee or officer chooses to use public transportation, reimbursement for use of public transportation is based on mileage from the agency office to the training site (not from the traveler's residence), regardless of the transportation method chosen. When attending training or business directly from an employee's or officer's residence, no reimbursement will be made if the distance is less than the mileage of a normal commute to the workplace. If the distance is higher than the traveler's normal commute, reimbursement will be paid at the differential of the commute less the mileage of a normal commute to the workplace.
5. **Other Transportation** – The traveler should utilize hotel shuttle service or other shuttle services, if available. If none are offered, the use of the most economic transportation is encouraged.
6. **Lodging** – The traveler will be reimbursed for a standard single-room at locations convenient to the business activity. Rates for lodging will be reimbursable according to the GSA per diem amounts for the date(s) and location of travel. In the event of a change in plans or a cancellation, the traveler must cancel the hotel/motel reservation so as not to incur cancellation charges. Cancellation charges will not be reimbursed by the Library unless approved by a vote of the Library Board of Trustees.
7. **Meals** - Meal reimbursement is limited to the current U.S. General Services Administration (GSA) regulations in place at the time the expense is occurred.

Prior approval by the Library's Board of Trustees and submission of receipts are required for per diem allowances. Meals provided by the conference or seminar should be deducted from the per diem allowance. Partial reimbursement may be made for departure and return days based on time. Meals during in-state travel that is not an overnight stay will be reimbursed for actual cost not to exceed the GSA regulations.

8. **Vacation in Conjunction with Business Travel** – In cases where vacation time is added to a business trip, any cost variance in airfare, car rental, lodging and/or any other expenses must be clearly identified on the Travel, Meal, and Lodging Expense Report form and paid by the traveler.
9. **Accompanied Travel** – When a traveler is accompanied by others not on official business, any lodging, transportation, meals or other expenses above those incurred for the authorized traveler will not be reimbursed by the Library.
10. **Parking** – Parking fees at a hotel/motel, conference center, or other site will be reimbursed only with a receipt.
11. **Entertainment Expenses** - No employee or officer of the Library shall be reimbursed for any entertainment expense, unless ancillary to the purpose of the program, event or other official business.

**E. Approval of Expenses.**

1. **Expenses for Members of the Library Board of Trustees.** Travel, meal, and lodging expenses incurred by any member of the Library Board of Trustees must be approved by roll call vote at an open meeting of the Library Board of Trustees.
2. **Expenses for Officials or Employees Other than Members of the Library Board of Trustees.** Travel, meal, and lodging expenses incurred by any official or employee not covered by paragraph 1 (member of the Library Board of Trustees) in excess of the *[maximum dollar amount set by the Board or GSA rate or IRS rate]* must be previously approved in an open meeting by a majority roll-call vote of the Library Board of Trustees.
3. **Advanced Expenses.** Travel, meal, and lodging expenses advanced as a per diem to any employee or official of the Library must be approved by roll call vote at an open meeting of the Library Board of Trustees prior to payment. Documentation of expenses must be provided in accordance with Sections C, D and F of this policy, and any excess from the per diem must be repaid.
4. **Other Expenses.** All other expenses that do not fall within paragraphs E.1, E.2, or E.3 are subject to the Library Director's approval.

**F. Documentation of Expenses.**

Before an expense for travel, meals, or lodging may be approved under Section E of this Policy, the following minimum documentation must first be submitted, in writing, to the Library Director on a Travel, Meal, and Lodging Expense form:

1. an estimate of the cost of travel, meals, or lodging if expenses have not been incurred or a receipt for the travel, meals, or lodging if expenses have already been incurred;
2. the name of the individual who received or is requesting the travel, meal, or lodging expense reimbursement;
3. the job title or office of the individual who received or is requesting the travel, meal, or lodging expense reimbursement; and
4. the date or dates and nature of the official business for which the travel, meal, or lodging expense was or will be expended.

All documents and information submitted in connection with this Policy are public records subject to disclosure under the Freedom of Information Act.

**G. Travel, Meal, and Lodging Expense Report Form.**

The Library hereby adopts as its official standardized form for the submission of travel, meal, and lodging expenses the Travel, Meal, and Lodging Expense Report form attached hereto and incorporated herein.

Adopted May 9, 2018

Reviewed: 11/9/2022

## Authority to Spend & Purchasing Policy

### General Spending

The library director of the River Grove Public Library District is authorized to spend up to \$2,000.00 on any single item without prior board approval for items previously approved as a budgeted line item.

The River Grove Public Library District may spend in excess of \$20,000.00 (or as required by law) only after completing the formal bid process as described in Illinois Law.

In case of extreme emergency: the library director of the River Grove Public Library District may spend \$2,000.00 in addition to \$2,000.00 with the approval of any two library board officers so long as the amount does not exceed the threshold requiring a formal bidding process. Emergency purchases should be reported at the next meeting of the board.

Adopted: 11/9/2022

Reviewed:

## Disposal of Surplus Library Property

Real or personal Library property which in the judgment of the Library Director is no longer useful or necessary for Library purposes may be disposed of in the following manner:

1. Books and other library materials from the Library's collection, or gifts materials, may be discarded, sold, or given to another local government or not-for-profit organization.
2. Personal property of any value may be donated or sold to any other tax-supported library or to any library system operating under the provisions of the Illinois Library System Act under terms or conditions determined by the Board.
3. Personal property having a current unit value of up to \$1,000, may, at the discretion of the Library Director, be discarded, turned in on a new equipment, or made available for sale.
4. Personal property having a unit value of more than \$1,000 but less than \$2,500 may be displayed at the Library and a public notice of its availability, the date, and the terms of the proposed sale shall be posted.
5. In all other cases, the Board shall dispose of real and personal property in accordance with the Illinois District Library Act (75 ILCS 16.30-55.30).

Adopted: 11/9/2022

Reviewed:

## Photographing and Recording

Permission is not required for taking photographs or videos in public areas of the library building for personal, noncommercial use if no tripods, lights, or other specialized equipment is used. However, there may be library locations and/or exhibition areas where the taking of photographs or videos is restricted or prohibited, such as restrooms and childcare areas. Taking photographs or videos of, or in, areas reserved for staff use only is also prohibited. If tripods, lights, or other specialized equipment is to be used, requests must be made at least 24 hours in advance. Persons taking photographs and videos shall not:

- i) compromise a patron or staff member's right to privacy;
- ii) harass, intimidate, or threaten a patron or staff member, or
- iii) block library aisles, walkways, stairwells, doors, or exits.

Taking photographs and videos outside of the library building and/or of the library grounds or parking lot does not require permission. However, the activity may not impede the ingress or egress of patrons or staff to or from the library building.

Patrons are solely responsible for obtaining consent or other permission when taking photos or videos of copyrighted materials within the library's publicly-available collections. Persons taking photographs or videos also have sole responsibility for obtaining all necessary releases and permissions required by law from persons who can be identified in any photograph or video. The library claims no responsibility for obtaining these releases or permissions.

Library staff and/or Board members may take photos, videos, and audio recordings at the library and during library programs and events to use in publicity materials on the library website and/or social media sites. Any individual that does not wish the library to use a photograph or video of them or their child should inform a library staff member prior to or at the time that such photographs or videos are being taken.

### **Board Meetings**

Pursuant to Section 120/2.05 of the Illinois Open Meetings Act (5 ILCS 120/1 et seq.), any person may record the proceedings of the Board of Trustees and other meetings required by the Act to be open to the public. The recordings may be made by audio, video, or other means and shall not disrupt the meeting or create a safety hazard.

The library reserves the right to ask any individual or group violating this policy to cease the taking of photographs or videos immediately.

Approved: 11/9/2022

Reviewed: