

304: Patron Behavior

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The Northbrook Public Library welcomes all residents and visitors and is dedicated to building community, championing intellectual freedom, and providing open access to the world of knowledge in a welcoming, inclusive environment.

Library Responsibility

The library is here to serve the community. These guidelines help make sure everyone can use and enjoy the library. Every patron has the right to:

1. Receive kind and respectful service,
2. Be treated fairly and equitably by all library staff,
3. Get help finding information and materials,
4. Get timely responses to your questions and concerns,
5. Suggest new materials, programs and services, and
6. Know that staff use public funds responsibly.

Patron Responsibility

Everyone visiting or using the library's facilities or services is expected to follow the Patron Behavior Policy. The Northbrook Public Library will follow federal, state and local laws and rules about public behavior.

This list gives examples of expected behavior. Staff may need to address other situations not specifically listed here. Staff will be fair and consistent when using these guidelines, understanding that treating people fairly doesn't always mean treating everyone exactly the same way. After staff explain the guidelines, library staff and/or local law enforcement may ask individuals to leave if that person does not follow them. If a patron does not follow the Patron Behavior Policy, their library privileges may be suspended as outlined in the Patron Suspension Policy.

1. Library spaces are shared by everyone. Patrons may not engage in behavior which could reasonably be expected to disrupt library operations, disturb other patrons, or interfere with the library staff performance of their duties.
2. Words or behaviors that threaten or intimidate others are not permitted, including:
 - a. threats of violence or harm;
 - b. physical intimidation such as aggressive gestures, blocking pathways, or intentionally invading personal space; OR
 - c. challenging another person to fight or engaging in physical altercations.
3. Patrons may not sexually harass other patrons or staff. Harassment includes:
 - a. making sexually inappropriate comments or advances; OR
 - b. using sexual language or gestures directed at others; OR
 - c. persistent and targeted staring at, or following, a patron, volunteer, or staff in a manner that a reasonable person would find disturbing,
4. Solicitation is not allowed on library grounds except as otherwise stated in the Meeting Room policy. This includes circulating petitions, selling, or requesting money from patrons, volunteers or staff members.
5. Patrons may enjoy covered non-alcoholic beverages and consume snack food throughout the library, unless otherwise indicated.
6. Service animals as defined by the Americans with Disabilities Act (ADA) are welcome in the library. Other animals are not permitted except when authorized by the Executive Director for special programming purposes.
7. Patrons are required to wear clothing and footwear while in the library.
8. Because some patrons and staff are sensitive to fragrances, visitors are asked to minimize use of strong scents. If a scent is affecting others' ability to access library spaces, staff will work compassionately to resolve the situation.
9. Use of recreational scooters, skateboards, roller blades, roller skates, bicycles, or similar devices is not allowed in the library. This rule does not apply to mobility aids, wheelchairs, or other assistive devices.
10. The use of fire-starting items, such as candles, matches or lighters are prohibited on library grounds. Smoking, including vaping and e-cigarettes, is not permitted within the library or within 25 feet of any public entrance.
11. When a situation involves a medical emergency, safety concern, or other circumstance requiring emergency or specialized assistance beyond staff training, library staff may contact emergency or social service professionals.