

REVOCATION OF COMPUTER/LIBRARY PRIVILEGES

Revocation of Computer/Library Privileges:

Lincoln Library endeavors to provide an atmosphere conducive to study, reading, and the legitimate use of materials, computers, equipment and services. To foster such an environment, any behavior that disrupts the orderly use of the library or disregards library policy is prohibited and may result in the temporary or permanent loss of computer or library privileges, including access to the physical facility. Individuals who violate any rules or policies may be asked to leave the building, denied computer use, barred from further use of the library, or subject to penalties established under Chapter 97 of the City of Springfield Code of Ordinances, as Amended and Article 16B of the Illinois Criminal Code (720 ILCS 5/16B).

The Library Board and the Library Director shall, from time to time, review the rules necessary to ensure that the proper library atmosphere is preserved.

A. RULE/POLICY VIOLATIONS

All staff members shall follow the procedures below whenever a violation of library rules or policies occurs.

1. Unintentional Violations:

An unintentional violation occurs when, in the reasonable judgment of a staff member, a customer is unaware that his or her behavior is in violation of library rules or policies. Examples of such behavior may be, but are not limited to, loud conversations or misuse of library computers, equipment or materials. In such cases, the staff member should inform the customer of the rule/policy that is being violated and request that the customer cease the activity. If the customer complies, no further action need be taken. A copy of the "Rules and Regulations" or appropriate policy may be cited or given to the customer.

If the customer continues the activity, the violation should then be considered willful and continuous. In the instance where a staff member has requested that a customer cease an unintentional rule violation and the customer refuses, the staff member will contact a security officer. At no time should a staff member, except for a properly trained security officer, attempt to physically confront a customer.

2. Intentional, Willful and Continuous Violations:

An intentional, willful or continuous violation occurs when, in the reasonable judgment of a staff member, a customer is aware or has been previously informed that the customer's actions constitute a violation of library rules or policy. Examples of such behavior may include, but are not limited to verbally or physically accosting staff members or library customers, continued violations

after being informed that such activity was against library rules/policy, or attempting to damage or steal library computers, equipment or materials.

Staff members should not confront the customer directly, but should request a security officer speak with the customer. If a security officer is not available on the premises, the staff member should contact the Springfield Police Department. After contacting the Police Department, the staff member should complete a Critical Incident Report and submit it to the Library Director and/or appointee by the end of the shift. If a security officer does respond, the security officer and the staff member shall log the incident and submit reports by the end of the shift.

If a customer has been banned and refuses to leave the premises, or if a banned customer returns to the library before the ban has expired and then refuses to leave, security shall notify the police. If the customer refuses the police's request to leave, then security or administration will sign a complaint to have the customer arrested for trespassing.

B. CRIMINAL ACTS AND VIOLENT BEHAVIOR

Criminal acts and violent behavior shall be referred to the Springfield Police Department for arrest and criminal prosecution.

C. SUSPENSION AND REVOCATION OF COMPUTER/LIBRARY PRIVILEGES:

The following procedures shall be followed when it is necessary to contact a security officer or police and actions shall be taken for violations that would result in a ban.

The security officer shall ask for the customer's full name and address. The responding security officer shall escort the customer out of the building, and inform the customer that he or she should not return for the rest of the day.

The responding security officer shall log the incident and file, with the Library Director and/or appointee, a Critical Incident Report prior to the completion of his or her shift. The Library Director shall maintain a file of Critical Incident Reports for a maximum of five (5) years.

Within three (3) days of receiving a Critical Incident Report, the Library Director or appointee shall determine if the customer has previously violated library rules/policy.

For violations with penalties greater than one week, the Library Director or appointee shall direct a letter to the customer, indicating the penalty for the violation, the effective dates of the penalty, the consequences of subsequent violations, the potential consequences of entering the library during the term of the penalty and the procedure to dispute the allegations made. A copy of the Critical Incident Report,

with staff names deleted, will be enclosed. All such letters will be sent registered mail. If the address or identity of the customer is unknown, the security officer shall attempt to deliver the letter to the customer in person, should the customer return to the library.

D. LIBRARY RULE/POLICY VIOLATION PENALTIES:

Any penalty for a period greater than one month must be approved by the Library Director. The revocation procedures may be waived for criminal offenses including, but not limited to criminal damage to property, theft of library materials, and violent or threatening behavior. This determination may be made by the Library Director or appointee after consulting with security and other staff.

1. LEVEL ONE VIOLATION –

Do not:

Panhandle or solicit.

Block, impede, or otherwise obstruct access to or from library facilities.

Talk loudly, sing, sleep, spit, bathe, run.

Open food or drink in restricted areas.

Enter under the influence of alcohol or drugs.

Smoke, light matches or use lighters.

Come in without shoes or shirts.

Have offensive body odor.

Bring in animals, other than seeing eye dogs.

Misuse furniture, stairs or elevators, tape items to walls/doors.

Use audio equipment without headsets or use high volume on equipment.

Inappropriately use library computers –

Remove privacy/anti-glare protectors

Use of E-mail Express for longer than the allotted time

Unintentionally access functions or features disallowed by the library

• 1st occurrence – Explain Policy.

Staff will courteously state that perhaps the customer is not aware of the policy. Staff will ask the customer to please stop. Staff and security will log the incident as a 1st occurrence and notify the Library Director and/or appointee.

• 2nd occurrence – Two Day Ban.

Staff will contact a security officer and courteously explain that this is the 2nd occurrence. Security will ask the customer for his/her name and to leave the building for the next two days. Staff and security will log this incident as a 2nd occurrence and as a two-day ban; and notify the Library Director and/or appointee immediately.

- **3rd occurrence – One Week Ban.**

Staff will contact a security officer and courteously explain that this is the 3rd occurrence. Security will ask the customer for his/her name and to leave the building for a one-week period. Staff and security will log this incident as a 3rd occurrence and as a one-week ban; and notify the Library Director and/or appointee immediately.

- **4th occurrence – One Month Ban.**

Staff will contact a security officer and courteously explain that this is the 4th occurrence. Security will ask the customer for his/her name. Security will ask the customer to leave the building and explain to the customer that he/she will be receiving a letter banning him/her from the building for one month. Staff and security will log this incident as a 4th occurrence and notify the Library Director and/or appointee immediately.

- **5th occurrence and additional occurrences – Three Months Ban.**

Follow the same procedures as the previous occurrence.

2. LEVEL TWO VIOLATION –

Do not:

Harass staff or customers by words or actions – repeated verbal abuse, stalking.
Deliberately damage materials (books, magazines, audiovisual materials), furniture, or the building by cutting, tearing, breaking, soaking, nailing, graffiti, etc.

Conceal library material in an attempt to leave the building without checking out the items.

Remove library materials or equipment from the premises without authorization.

Inappropriately use the library's computers –

Unauthorized use of User ID's or Passwords.

Use of Library Catalog for other purposes

- **1st occurrence – Explain Policy and Leave Building**

Staff will contact a security officer and courteously explain the policy. Security will ask the customer for his/her name. Security will ask the customer to leave the building for the day. Staff and security will log the incident as a 1st occurrence; and immediately notify the Library Director and/or appointee. Customer will be charged for any damage.

- **2nd occurrence – Two Week Ban.**

Staff will contact a security officer and courteously explain the policy. Security will ask the customer for his/her name. Security will ask the customer to leave the building and explain to the customer that he/she will be receiving a letter banning the customer for two weeks. Staff and security will

log the incident as a 2nd occurrence and as a two-week ban; and immediately notify the Library Director and/or appointee. Customer will be charged for any damage.

- **3rd occurrence – One Month Ban.**

Follow the same procedures as previous the occurrence.

- **4th occurrence and additional occurrences – Six Month Ban.**

Follow the same procedures as previous the occurrence.

3. LEVEL THREE VIOLATION –

Do not:

Deliberately damage equipment or elevators.

Inappropriately use library computers –

- Damage hardware or software.

- Add or Download to restricted drives.

- Delete programs or data

- Change configurations

- View an image or text that is obscene or harmful to minors. (Obscene” as defined by 720 ILCS 5/11-20)

- **1st occurrence – Explain Policy and Leave Building or Block Card.**

Staff will courteously state that perhaps the customer is not aware of the policy. Staff will ask the customer to please stop and to leave the building for the day. If the customer has already left the building, a block will be placed on the card, so an administrator can explain the policy upon the next visit. Staff and security will log this incident as a 1st occurrence and notify the Library Director and/or appointee immediately. Customer will be charged for any damage.

- **2nd occurrence – Two Month Ban.**

Staff will contact a security officer and courteously explain that this is the 2nd occurrence. Security will ask the customer for his/her name. Security will ask the customer to leave the building and explain to the customer that he/she will be receiving a letter banning him/her from the building for two months. Staff and security will log this incident as a 2nd occurrence and as a two-month ban; and notify the Library Director and/or appointee immediately. Customer will be charged for any damage.

- **3rd occurrence – Six Month Ban.**

Follow the same procedures as previous the occurrence.

- **4th occurrence and additional occurrences– One Year Ban.**

Follow the same procedures as previous the occurrence.

4. LEVEL FOUR VIOLATION –

Do Not:

Threaten or commit bodily harm to staff or customers.

Bring in or display weapons, knives or guns.

Solicit or perform sexual acts.

Display public indecency.

Sell, attempt to sell, or distribute drugs or alcohol.

- **1st occurrence – Explain Policy & Six Month Ban.**

Staff will contact a security officer and courteously explain the policy. Security will ask the customer for his/her name. Security will ask the customer to leave the building and explain to the customer that he/she will be receiving a letter banning the customer for six months. Staff and security will log the incident as a 1st occurrence and as a six-month ban; and immediately notify the Library Director and/or appointee. Staff will file a police report.

- **2nd occurrence – One Year Ban**

Follow the same procedures as previous the occurrence.

- **3rd occurrence – Three Year Ban**

Follow the same procedures as previous the occurrence.

- **4th occurrence – Permanent Ban**

Follow the same procedures as previous the occurrence.

E. APPEAL OF PENALTIES:

A customer whose library privileges have been revoked may appeal the penalty decision within five (5) days of the actual notice of the penalty imposed. Such requests shall be made in writing to the Library Director. The Library Director, solely at his/her discretion, may deny the request, grant the request in full, or grant the request based on any terms or conditions. The Library Director shall inform the customer of the decision in writing within thirty (30) days of the customer request.

F. REINSTATEMENT OF LIBRARY PRIVILEGES:

A customer whose library privileges have been revoked may request reinstatement in the following manner:

1. The customer must notify the Library Director within five (5) days of receiving actual notice of the appeal decision of the penalty imposed. If notification is mailed, the date postmarked will be considered the date received. Any customer who fails to notify the Director within the allotted time waives all rights to request reinstatement.

2. The Library Director may, at his or her discretion, and after having reviewed the pertinent facts, reduce the penalty, rescind the penalty or reach any other compromise with the customer.
3. If no compromise is reached with the customer, the Library Director shall appoint an ad-hoc committee of three (3) staff members who have no involvement in the customer's violation, one board member and the Library Director.
4. The committee shall:
 - Take written or oral statements, at its discretion, from all parties with pertinent information.
 - Retire to a closed session and determine, by a majority vote, whether a preponderance of the evidence indicates the customer violated one or more library rules.
 - If the committee determines that the customer violated one or more library rules, the committee shall determine, by a majority vote, the proper penalty.
 - The committee shall make all determinations and file a report of its findings.
5. The Library Director shall enforce the findings of the committee and amend the customer's file to reflect the findings.
6. If the customer is not satisfied with the decision of the committee, he or she may seek appropriate legal redress.

Revision Approved by Lincoln Library Board of Trustees on March 23, 2005.