

2.7 Records Retention

The Downers Grove Public Library retains records in accordance with directives from the Local Records Unit, Records Management Section of the Illinois State Archives.

2.8 Confidentiality of Library Records

Personally identifiable information about patrons must be kept confidential in accordance with the Illinois Records Confidentiality Act (75 LCS 70/1-2). Confidential library records (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 any other person unless a court order in proper form has been entered by a court of competent jurisdiction. At the same time, staff must cooperate with federal, state, and local law enforcement agencies when they are acting within the scope of a lawfully issued court order.

2.8.1 Court Orders

A court order may take the form of either a subpoena or a search warrant. A subpoena allows a period of time in which to respond to or contest the court's order. A search warrant can be executed immediately by law enforcement officials.

2.8.2 Designated Contact Person

The Library Director will handle all requests to search library records pursuant to a court order. In the absence of the Director, the Assistant Director will act in place of the Director. In the absence of either the Director or Assistant Director, the staff member designated as Person In Charge of the library will handle the request.

2.8.3 Responsibilities of Designated Contact Person

The Designated Contact Person is responsible for following established library procedures for responding to requests for confidential library records. If the Library Director is not present, the Designated Contact Person is responsible for notifying them as soon as possible that a request for confidential library records was made.

2.8.4 Disclosure of a Court Order

A search warrant may contain a "gag order." This means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced pursuant to the warrant. No staff member will disclose the receipt of the warrant or any information about the records sought to anyone, including the patron whose records are the subject of the search, except the Library Director and/or the library's attorney.

2.9 Code of Conduct

The Board of Library Trustees of the Downers Grove Public Library seeks to provide and ensure a welcoming environment, including quiet areas for study and work, which is conducive to the appropriate use of the facilities and services.

Downers Grove Public Library expects patrons to treat all people and property with respect. This includes, but is not limited to:

- Engaging in conversation and behaviors in a manner that does not disturb, offend, or harass others; threaten the safety of others; damage property; or threaten to damage property.
- Using library items, furnishings, equipment, and facilities only for their intended function, in a manner that does not interfere with others' use and does not damage property or threaten to damage property.
- Attending to personal belongings, as the library is not responsible for loss or damage to unattended personal belongings.
- Wearing proper attire, which conforms to the standard of the community for public places, including shoes and shirts, at all times.
- Following all library policies, including, but not limited to: Unattended Children, Designation of Space for Special Uses, Public Internet Use, and Unattended Items.

Examples of conduct and actions that are not permitted anywhere on the library's property include, but are not limited to:

- Smoking, including smokeless tobacco, herbal products, and e-cigarettes, anywhere in the library or within 15 feet of the library.
- Possessing, consuming, or being under the influence of alcohol, marijuana, or illegal drugs.
- Eating meals or drinking beverages from containers without lids, except in areas designated for this use.
- Prolonged or habitual sleeping.
- Loud talking, loud telephone use, or loud use of listening devices.
- Use of sporting equipment in the library facility.
- Disrupting others' use of library facilities or services due to personal hygiene or excessive body odor.
- Any other activity that disturbs other members of the public or interferes with staff's performance of their duties.

No policy can address all potential circumstances. The library reserves the right to address issues on a case-by-case basis and require anyone violating the Code of Conduct to leave library property. Serious or repeated misconduct may lead to further suspension from the library, legal action, and/or criminal prosecution. Those wishing to appeal suspensions may do so by writing to the Board of Library Trustees at the library's address.

2.9.1 Illegal and Prohibited Activity

The library does not allow any activity prohibited by federal, state, or local law or by library policy. Illegal or prohibited activities include, but are not limited to:

- Assaulting, fighting, or threatening another person.
- Carrying firearms or other dangerous weapons.
- Possessing, using, distributing, or being under the influence of alcohol, illegal drugs, or other controlled substances.
- Smoking or using tobacco or tobacco-substitute products such as e-cigarettes, including preparing cigarettes or e-cigarettes.
- Theft, damage, or destruction of library property or the property of another person.
- Harassment of another person, including sexual harassment, which includes the viewing of sexually explicit material on a library computer, personal computer, or other device.
- Entering the library building or remaining on library property during a period when the person is banned from the library.

2.9.2 Disruptive Activity

The library does not allow any activity that disrupts or interferes with the use of library services by patrons or the effective delivery of service by staff. Disruptive activities include, but are not limited to:

- Panhandling, leafleting, soliciting funds, proselytizing, or circulating petitions.
- Using profane, obscene, or abusive language toward any person, including racial, ethnic, or sexual epithets.
- Sleeping, eating in other than designated areas, or littering.
- Personal hygiene that prompts complaints, damages furniture, or threatens public health.
- Failing to supervise children, including leaving a child under the age of eight years unattended.

2.9.3 Unattended Children

The library is a public place; therefore, children's safety cannot be guaranteed. The conduct, safety, and supervision of children while on library premises are the responsibility of parents, guardians, and caregivers. Parents, legal guardians, and/or caregivers are responsible for their children while their children are in the library, regardless of whether the parent, legal guardian, and/or caregiver is in the library. A child is considered mature enough to use the library unattended if:

- the parent, legal guardian, and/or caregiver determines that the child is mature enough;
- the child is at least eight years old;
- the child is able to communicate to staff their full name, parent, legal guardian, and/or caregiver's name and phone number upon request; and
- the child follows the Code of Conduct.

Children who do not meet all four criteria must be supervised when in the library by a responsible caregiver who meets all the criteria and has the ability to supervise the behavior of the child. When the safety of a child is in doubt, staff may contact local law enforcement and/or other authorities to ensure the safety and well-being of the child. Children under the age of 14 left unattended at closing time may be deemed at-risk. If a parent, legal guardian, and/or caregiver cannot be contacted or located within 15 minutes of closing, the Downers Grove Police Department will be contacted.

2.9.4 Unattended Items

Patrons may not leave personal belongings unattended nor leave personal belongings in the library when they leave the building. The library is not responsible for any loss of patrons' personal belongings, through theft or otherwise. Large items that obstruct walkways or interfere with others' use of library items, furnishings, equipment, and facilities are prohibited.

2.9.5 Enforcement

The library reserves the right to determine whether any person is in violation of its policies and to require that person to leave the library. Serious or repeated misconduct may lead to restrictions including loss of library privileges for a period determined by staff, and/or appropriate legal action. Those wishing to appeal suspensions may do so by writing to the Board of Library Trustees at the library's address. The library reserves the right to inspect all backpacks, bags, briefcases, and purses when staff believe someone is in possession of stolen library property or weapons. Security cameras are positioned to monitor public areas throughout the building and grounds.

2.10 Designation of Space for Special Uses

The library designates space within the building for special uses, including for quiet areas, for programs, and for use by specific groups or individuals. Such designations may be temporary, as in the case of programs in the STEM Room, or permanent, as in the case of the Quiet Study Room. This includes use of specific tables, seating, areas, or rooms. Regardless of whether such special uses are posted, patrons are expected to comply with staff requests regarding designation of space.

2.10.1 Quiet Study Room

In addition to the library's posted Code of Conduct, talking, making noise of any kind, and/or use of any equipment that makes noise is not permitted in the Quiet Study Room.

2.10.2 STEM Room

The STEM Room is regularly used for registered and drop-in programs. Materials and equipment housed in the STEM Room may be unavailable during these times.