

## PATRON CODE OF CONDUCT POLICY

This policy helps to keep a safe, inclusive, and welcoming environment for patrons and staff. It applies to everyone in Library spaces, both in the building and online. This policy also covers behavior toward Library staff and patrons in non-Library areas where Library business occurs.

The Urbana Free Library Board of Trustees supports everyone's right to access information freely and use the Library without discrimination, intimidation, or invasion of privacy. Library staff and patrons share the responsibility to ensure a safe and welcoming space for all.

The Library Board establishes this Patron Code of Conduct Policy to protect Library property, ensure safety, and maintain a clean and welcoming environment.

The Patron Code of Conduct Policy includes:

1. Library users must respect others and the normal operations of the Library. Destruction, damage, and misuse of Library materials and property, as well as disruptive or excessively loud behavior that interferes with others' use of the Library, is not permitted.
2. Light snacks, small food items, and covered drinks are allowed, except in the Archives Room and in computer areas, including with laptops.
3. Children under eight (8) must be within sight of a responsible adult or a youth age 14 or older.
4. Service animals as defined by the Americans With Disabilities Act (ADA), and animals in Library programs are allowed in the building.
5. Staff will wake patrons who appear to be sleeping to ensure a safe and secure environment.
6. Smoking, vaping, or using tobacco, drugs, and alcohol is not allowed on Library property. Alcohol may be allowed at Library-sponsored or approved events.
7. Campaigning, selling items, or asking for donations requires approval from the Executive Director or designee.
8. Clothing and shoes must be worn to minimize health or safety risks.
9. Keep personal belongings with you at all times.
10. Skateboards, scooters, and similar devices may only be used outside and must not block walkways, entrances, or parking areas.

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11. Weapons or items that could be used as weapons are not allowed, except by authorized law enforcement officers.

### ENFORCEMENT OF POLICY

Patrons who do not follow this policy or disrupt others may lose Library access and privileges. This may include being asked to leave the Library or being suspended from buildings and services for a period.

### LIBRARY SUSPENSION APPEAL PROCESS

The Library will provide a chance to discuss relevant information about the suspension. To appeal a suspension longer than one month (30 days), submit a written request to the Library within 10 days of the suspension start date.

The appeal must include the following: name, current mailing address, phone number, email address, date of suspension, details of the incident, reasons for believing there was no violation, and the resolution sought. The Executive Director's decision will be final.

Send your request to [administration@urbanafree.org](mailto:administration@urbanafree.org) or mail it to:

Executive Director  
210 W. Green Street  
Urbana, IL 61801

Individuals under the age of 19 who are suspended must contact the Executive Director at 217-367-4057. In accordance with the Library Records Confidentiality Act, a parent or legal guardian may participate in this discussion only with the minor patron's consent, particularly for patrons 16 or older.

Adopted January 13, 2026