

### 3—Library Operations

#### 3-1 Hours of Operation

The Board of Library Trustees of the Palatine Public Library District (the Library) sets the hours that Library facilities will normally be open to the public. A listing of hours of operation for each facility is detailed in Appendix 3A. (Adopted 12-12-90; Last Revised 5-9-18, Effective 6-1-18)

#### 3-2 Holidays

The Library will be closed for official holidays, as delineated in Policy 9-6.1 Holidays and Other Scheduled Closings. (Adopted 8-13-86; Last Revised 9-20-22, Effective 10-1-22)

#### 3-3 Emergency Closings

Any decision to close the Library because of emergency must be approved by the Board President, or in their absence, any other member of the Board. In the event that no Board member can be reached, the Executive Director or designee may close a Library facility and give notice to Trustees as soon as reasonably possible. Emergency situations may be defined as, but not limited to the following:

- damage to building that would endanger staff or public
- complete power failure
- loss of water to the building
- HVAC system failure
- extreme weather conditions
- explosions, fire in neighboring buildings, or other catastrophes that demand the immediate clearance of the building

(Adopted 3-14-74; Last Revised 11-19-24, Effective 12-1-24)

#### 3-4 Code of Conduct and Loss of Library Privileges

All visitors are expected to follow the Library's Code of Conduct (see Appendix 3D—Code of Conduct).

The Board may exclude from the use of the Library any person who willfully or negligently violates an ordinance or regulation prescribed by the Board (75 ILCS16/30-55.55). The Board gives the Executive Director the authority to make decisions about banning persons from use of the Library.

Visitors to the Library may be banned from the Library facilities, parking areas, and grounds by Library staff when they disrupt normal activities through any behavior including but not limited to the following:

- excessive and continued noise
- running in the building
- fighting
- threatening, harassing, (in-person or electronically) or assaulting a staff member or member of the public
- deliberate damage of Library resources
- smoking, vaping, or possession of alcohol or recreational drugs
- serious violation of Library policy
- lack of safe, hygienic attire
- other unacceptable behavior

Such visitors may be banned from the Library services and facilities (including parking areas and grounds) until such time and upon such conditions as determined by the Executive Director.

Persons banned from the Library may appeal the decision to the Board. The decision of the Board is final. (Adopted 2-9-83, Last Revised 11-19-24, Effective 12-1-24)

### 3-5 Weapons, Hazardous Materials, and Dangerous Behavior

Weapons, as defined and restricted under applicable federal, state, and local statutes and ordinances, including the Illinois Firearm Concealed Carry Act (430 ILCS 66), are prohibited in all Library facilities. Staff members will contact emergency authorities immediately if they reasonably suspect that a dangerous weapon may be present. Dangerous weapons include but are not limited to guns, explosives, bombs, certain chemicals, and knives. All sworn law enforcement officers are exempt from the prohibition against concealed firearms, as provided by state and federal law.

Nothing in this policy should be construed to prohibit, abridge, or in any way hinder the religious freedom of any person or group.

Hazardous materials and substances that are capable of posing an unreasonable risk to health, safety, or property are prohibited in all Library facilities and grounds. These items include but are not limited to materials that are flammable, explosive, corrosive, toxic, or radioactive. Staff will contact emergency authorities immediately when they become aware of the possibility of hazardous materials present.

Dangerous behavior is prohibited in all Library facilities and grounds. Such behavior includes any behavior that appears to threaten the safety of persons or property. (Approved 2-14-07; Last Revised 10-20-20, Effective 11-1-20)

### 3-6 Unattended Children

To ensure the safety and well-being of children on Library premises, parents or guardians are responsible for their children whether or not a parent or guardian is present. Children under age 9 must be closely supervised by a parent or other responsible person age 12 or older at all times on Library premises.

Children unattended during hours of operation: If a child under age 9 is unattended in the Library during hours of operation, staff will seek to locate the responsible person within the Library. When this person and the child are reunited, staff will inform them of this policy.

If the responsible person cannot be located within the Library, the staff will obtain the parent's or guardian's phone number, if possible. When the parent or guardian is contacted, they will be notified of this policy and asked to come to the Library to assume responsibility for the child. If the parent or guardian does not provide appropriate supervision or the parent or guardian cannot be reached within 30 minutes, staff will contact law enforcement and ask that they assume responsibility for the child.

Children unattended at closing: The designated person in charge and another staff member will stay with any unattended child under the age of 12 and will repeat the procedures listed for contacting the parent or guardian of an unattended child during operating hours.

If a child has not been picked up and a parent or guardian has not been reached 15 minutes after the Library has closed, staff will call law enforcement and ask that they assume responsibility for the child.

If the child tells staff that a parent or responsible adult has been contacted and is on the way to pick up the child but that person has not arrived by 20 minutes after the Library has closed, staff will call law enforcement and ask that they assume responsibility for the child. (Adopted 2-13-08; Last Revised 10-17-23, Effective 11-1-23)

#### 3-6.1 Vulnerable Adults

All adults who can understand and follow the Library's policies and who can care for themselves are welcome in the Library. Vulnerable adults must be attended and have adequate supervision by an adult over the age of 18 during their visit. A vulnerable adult is functionally, mentally, or physically unable to care for themselves and should not be left unattended or unsupervised when in the Library. Library facilities are neither designed nor licensed to provide adult care needs.

If it is determined a vulnerable adult is in the Library without a parent, legal guardian, or caregiver, staff will attempt to contact the parent, legal

guardian, or caregiver. If a parent, legal guardian, or caregiver cannot be reached within 30 minutes, law enforcement will be contacted and asked to assist, including at closing time. (Adopted 10-20-20, Effective 11-1-20)

### 3-7 Use of Library Facilities, Grounds, and Services

The Library's facilities are open for use by Library residents and other members of the public during hours established by the Board. The Library reserves the right to establish rules and restrictions for use of facilities and services, including those listed in Appendix 2A. Some areas in the Library facilities are designated as non-public spaces and are not open to the public. Some examples of non-public spaces include staff workspaces and break rooms.

The Main Library property includes adjacent parking areas and a designated drop-off zone on North Court in front of the building. This area in front of the building is intended for drop-off or pick-up of Library visitors and for visitors using the outside walk-up materials return or the Library's curbside service. This area is also a parking area for any emergency vehicles that may need to be at the Library. Cars may stand in the drop-off zone for up to five minutes.

Visitors must abide by all posted traffic control signs on Library property and operate vehicles in a safe, controlled manner. (Adopted 3-11-98; Last Revised 11-19-24, Effective 12-1-24)

### 3-8 Food or Drink in Library Buildings

Covered beverages are permitted in Library facilities.

Consumption of food or uncovered beverages is permitted only in the vending area and other designated areas at the Main Library. (Last Revised 11-19-24, Effective 12-1-24)

### 3-9 Alcoholic Beverages

Possession of alcohol on Library grounds is prohibited. However, the Board of Library Trustees recognizes that it may be reasonable and beneficial to allow alcoholic beverages to be served on Library property during fundraising events or during programs of a cultural or educational nature with advance approval by the Executive Director. Use of alcoholic beverages will be in compliance with the Illinois Liquor Control Act of 1934 (235 ILCS 5/1 et seq.).

Serving of alcoholic beverages will be permitted only at Library events or at events co-sponsored by the Library. Serving of alcoholic beverages will not be permitted at any event unless first approved in writing by the Executive Director. Outside groups or individuals conducting a meeting or

event at the Library are not allowed to serve alcoholic beverages unless the event conforms to the requirements of this policy.

Alcoholic beverages may be served at preapproved events held within an enclosed or controlled space on Library grounds. This enables the Library to :

- prevent access to the general public during the event
- prohibit alcoholic beverages from being removed from the event space by attendees
- prevent the sale or distribution of alcoholic beverages to persons under the age of 21
- prohibit attendees from bringing outside beverages to the event

Alcoholic beverages may be served at preapproved events by catering staff secured for such purpose by the Library or by any Library staff member or volunteer who is of legal age and designated by the Executive Director to do so.

The Library reserves the right for its staff, contractors, and representatives to refuse the distribution or sale of alcohol to any guest who appears to be intoxicated, inebriated, or impaired due to alcohol consumption. To prevent underage drinking, identification will be checked. Acceptable forms of identification include a valid current driver's license or photo ID card, a valid Armed Forces ID, or other appropriate forms of identification acceptable under the Illinois Liquor Control Act.

In the event that this policy or any other Library policy is not complied with, the Library reserves the right to discontinue the service of alcohol at the event or the event itself.

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. When serving alcoholic beverages, the Library 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 Act. The Library's liability insurance coverage is determined annually. The Executive Director shall ensure that Library's liability insurance coverage meets the parameters set forth in this policy. Any other business or organization that is approved to sell alcoholic beverages at events held in any Library building or on Library property must maintain dram shop liability insurance in maximum insurance coverage limits so as to hold harmless the Library from all financial loss, damage, or harm. A current certificate of insurance must be presented before any alcohol can be dispensed or sold. (Adopted 7-20-21; Last Revised 11-19-24, Effective 12-1-24)

### 3-10 Photography, Audio and Visual Recording in the Library

Library staff members may take photographs, audio, and video recordings of participants in Library programs or activities. All persons attending Library programs and activities agree that any photograph, audio recording, or video recording may be used by the Library for promotional purposes, including its digital media, social media, websites, brochures, and other publications, without additional prior notice or permission and without compensation to the participant.

Visitor names will never be used without the visitor's written consent. If a visitor prefers not to have Library staff photograph, audio record, or video record them or a member of their family, that visitor should notify a staff member at that time.

While the Library is a public place, it is considered a "limited public forum" under federal law. Public libraries may reasonably restrict the exercise of free speech rights in their buildings, particularly when the conduct would disrupt or interfere with other visitors or staff or be inconsistent with the Library's mission.

Subject to the preceding paragraph, visitors are permitted to take photos, audio recordings, or video recordings within the public spaces of Library facilities, provided it is for personal use, does not create a safety hazard, and does not block library aisles, walkways, stairwells, doors, or exits. Library access for photography and recording may be limited either by time constraints or to specific areas depending upon the impact such sessions could have upon other library users. Photography, audio recording, and visual recording is strictly prohibited in the following non-public spaces: restrooms, rooms reserved for nursing, areas reserved for staff use only, employee offices, and other areas of Library facilities not open to the public. Persons taking photos, audio or video recordings shall not compromise an individual member's right to receive information free from harassment, intimidation, or threats to their safety, well-being, and privacy rights. Visitors taking photos, audio or video recordings shall not violate the law in their activities and shall not trespass into non-public spaces, become physically violent, or be unreasonably disruptive to an employee's ability to serve other visitors.

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 Library Board and other meetings required by the Act to be open to the public. The recordings shall not disrupt the meeting or create a safety hazard.

In order to ensure that such activity would not be disruptive to or interfere with the Library staff or visitors or be inconsistent with the Library's mission, anyone proposing to engage in extensive or commercial filming in

the Library or anywhere on Library property must request and receive preapproval by the Executive Director. (Adopted 4-9-14; Last Revised 11-19-24, Effective 12-1-24)

### 3-11 Lost and Found Items

The Library maintains a lost and found. Reasonable attempts will be made to contact the owner of lost items if identifying information is available. Staff will attempt to return items identified as owned by other organizations to those organizations. After four weeks, unclaimed items become Library property.

Unclaimed books will be donated to the Friends of the Palatine Library for inclusion in used book sales or will be recycled. Unclaimed currency will be added to the Library's operating fund. Potentially dangerous items will be turned over to the police department. Other unclaimed items will be donated, recycled, or discarded as determined by the Executive Director or designee.

The Library is unable to secure visitors' personal possessions and cannot be responsible for lost or damaged personal property. (Adopted 11-10-10; Last Revised 10-20-20, Effective 11-1-20)

### 3-12 Service to Visitors with Disabilities

The Library is committed to providing service to visitors with disabilities in compliance with applicable federal and state statutes. The Library will strive to develop services that uphold human rights, inclusion, and safety for all visitors. Visitor privacy will be protected (see Policy 11—Privacy Policy) and the Library will not require documentation of a disability.

The Library provides services including but not limited to the following:

- assistance in a quiet, reduced-distraction environment
- one-on-one appointments
- homebound delivery service (see Policy 3-13 Homebound Services) and curbside pickup service
- hearing loop assistance or translation services in Library programming
- access for service animals (see Policy 3-14 Animals)

In addition to those services, the Library acts as facilitator between the visitor and the federal program known as "Services to the Blind and Visually Impaired." (Adopted 12-15-05; Last Revised 8-17-21, Effective 9-1-21)

### 3-13 Homebound Services

The Library offers materials delivery service to members who are valid Library cardholders and are unable to come to the Library for a minimum of 30 days due to a temporary or permanent disabling condition. Eligible members may complete an application form and submit it to the Library.

Delivery will be scheduled at the mutual convenience of staff and member, generally once per month. All circulating Library materials are available for home delivery.

All Library policies, including fees and limits, apply to those receiving homebound services.

Materials will be checked out on the card of the person receiving the service. The Library will maintain a record of all items checked out by a homebound member for purposes of selecting materials for that person.

Members who are eligible for homebound delivery service but who have a household or family member or other authorized person willing and able to pick up Library materials, deliver them, and return them to the Library may designate one or more individuals to use the member's Library card on the member's behalf. Such designated persons will have full access to the member's record in the Library database.

Homebound delivery service will terminate when the eligibility requirements are no longer met or at the request of the member, member's parent or legal guardian, or an individual with power of attorney to act on behalf of the member. (Adopted 3-9-11, Last Revised 11-19-24, Effective 12-1-24)

### 3-14 Animals

Animals other than trained service animals, as defined by the Americans with Disabilities Act, are excluded from Library facilities except as part of a Library program. Under the ADA, a service animal is defined as a dog or miniature horse that has been individually trained to do work or perform tasks for an individual with a disability. The tasks performed by the service animal must be directly related to the person's disability. An animal whose sole function is to provide comfort or emotional support does not qualify as a service animal under the ADA.

Under the ADA, all service animals must be harnessed, leashed, or tethered while in Library facilities, unless these devices interfere with the service animal's work or the person's disability prevents use of these devices. The Library reserves the right to request that the service animal be removed from the premises if the animal is out of control and the handler does not take effective action to control the animal. The term "out of control" includes but is not limited to repeated or uncontrolled barking,

wandering away, growling, or otherwise threatening the safety of visitors or staff. (Approved 12-12-73; Last Revised 9-20-22, Effective 10-1-22)

### 3-15 Information Service Policy

The Library provides high-quality information service to meet the educational, cultural, and recreational needs of the community. The role of library staff is to provide information and refer the visitor to resources.

The primary purpose of information service is to provide answers to questions, regardless of their nature. Visitor queries are addressed with no distinction about the purpose of the inquiry or the use of the information. All requests are handled in confidence and with impartiality. The staff adheres to the American Library Association's Code of Ethics and Bill of Rights (Appendices 3B and 3C).

Staff members do not offer personal opinions, advice, or interpretation as fact when providing reference or reader's advisory services. Library staff cannot provide legal, health, financial, tax, or other professional advice, nor can they offer in-depth troubleshooting or repairs for personal technology. The Library assumes no responsibility for damages caused or for decisions made from information gathered or obtained at the Library.

Staff provide information service to any visitor who requests it, regardless of residency, card status, or means of communication, although priority is given to Palatine Library cardholders. Staff provide information to all library visitors through various methods, including in-person, chat, phone, and email. Staff will refer visitors to outside resources when necessary.

Proofreading, editing, typing, answering homework questions, and similar activities are not part of information service.  
(Adopted 11-11-09; Last Revised 11-19-24, Effective 12-1-24)

### 3-16 Interlibrary Loan

Interlibrary loan is an agreement among libraries to share materials by borrowing and lending to each other. This service is intended to complement local collections to meet user needs.

The Library is a member of ILLINET (Illinois Library and Information Network) and OCLC (Online Computer Library Catalog). Staff follows the guidelines of the ILLINET Interlibrary Loan Code based on the American Library Association Interlibrary Loan Code. This code governs all transactions under the guidelines of the State Library.

This policy does not pertain to reciprocal borrowing, which is covered under Policy 2-5.

### Member Responsibilities

1. A valid Palatine Public Library District card is required to initiate the interlibrary loan process.
2. Members are responsible for paying any fees assessed by the lending library, any shipping fees incurred in obtaining the loaned items, and full replacement costs, plus any applicable processing fee if an item is lost, damaged, or not returned. Additional interlibrary loan requests will not be accepted until these costs are paid in full.
3. Members are expected to return items on time and in the same condition as received.
4. Members are asked to return interlibrary loan materials to a staff member as instructed upon checkout.

### Materials Borrowed From or Loaned to Other Libraries

Materials are available to Palatine Public Library District cardholders by request from other libraries, provided the materials are not owned by the Library.

The following items are available to loan and borrow:

- books
- music CDs
- audiobooks on CD
- DVDs and Blu-rays

The following items are not available to loan or borrow:

- new materials (one year old or less)
- video games or software
- periodicals
- reference resources
- textbooks
- Library of Things items
- Playaways
- kits

Materials catalogued as new will not be loaned to other libraries. Exceptions may be made if the title is not in demand by Library cardholders. The interlibrary loan period is three weeks.

### Additional Guidelines

Materials will always be first requested from local libraries. Staff cannot guarantee the time for filling a request and will cancel any request that cannot be filled within six weeks.

A member may have three interlibrary loan requests in process at any time. Due dates and renewals are determined by the lending library. Additional conditions may be imposed by the lending or borrowing libraries.

Interlibrary loan borrowing privileges may be suspended if a member does not comply with these guidelines.

Members are encouraged to suggest for purchase any recent items that the Library does not own. Staff reserves the right to determine whether an item will be requested for interlibrary loan or purchased for the collection. (Adopted 11-10-10; Last Revised 11-19-24, Effective 12-1-24)

### 3-17 Public Use of Study Rooms

The Main Library has study rooms available for public use. The study rooms are designed to meet the needs of members who want to use the rooms in small groups or as individuals for a limited period of time. Members may reserve a room for one session a day for up to two continuous hours depending on room availability. Members of a group using a study room may not book subsequent time slots in order to extend the group's use of the room beyond two hours. Providing there are no new requests for rooms, members can extend their current session with no time guarantee.

Valid Library cardholders may reserve study rooms up to two weeks in advance. Cardholders may reserve one session per day and may reserve a room for up to three days in a Sunday-to-Saturday week. Otherwise, all members may use a room as available on a first-come, first-served basis.

Sign-in for study room use is required. The person who signs in for the room must present a valid Library card or photo ID and remain in the room for the duration of the session. If a room is reserved, the cardholder who reserved the room must be present at sign-in to claim the reservation. The person who signs in for the room is responsible for appropriate use of the room, including leaving the room in good condition upon vacating. Staff assigns study rooms based upon the size of the group or need for equipment in a room. A room capacity limit is posted on each study room door. Members may not bring additional chairs or furniture into a study room.

If the individual who has reserved a room is not present by 10 minutes past the start of the reserved time, the room may be assigned to another group or individual that is waiting. If members vacate the room or leave

belongings behind and Library staff is unable to locate the person who signed in for the room, the items may be removed, and the room reassigned.

A quiet room is available for individuals who desire a quiet space. This room is available to any visitor during all hours of operation and may -not be reserved. (Adopted 11-11-09; Last Revised 11-19-24, Effective 12-1-24)

### 3-18 Public Use of Meeting Rooms

The Library meeting rooms are a resource to be used in the fulfillment of the Library's mission.

The Library makes its meeting rooms in the Main Library available for public meetings to organizations comprised of at least one District cardholder with a valid card as defined in Appendix 2A. At all times, however, Library activities and functions have priority in the scheduling and use of meeting rooms. Meetings may be reassigned to a different room than originally reserved to accommodate a Library or affiliate (Friends or Foundation) program.

The Library reserves the right to impose reasonable, content-neutral time, place, and manner restrictions to prohibit interference with normal delivery of library service. Because Library facilities also provide places for research, study, reflection, and reading, the use of meeting rooms for activities that interfere with these endeavors outside the meeting room will be denied or terminated.

<u>Room</u>	<u>Seating Capacity</u>
Meeting Room 1	65 chairs, theatre setup
Meeting Room 2	24 chairs, hollow square setup
Meeting Room 3	14 chairs, rectangle setup
Board Room	24 chairs, hollow square

The following provisions apply to public meeting room use.

1. All meetings must be open to the public at all times.
2. Meeting rooms are available during normal operating hours of the Main Library (See Appendix 3A—Hours of Service); however, meetings must end no less than 15 minutes before the library closes each day. Under no circumstances will a meeting room be occupied beyond closing time.
3. Reservations for meeting room space are accepted on a rolling six-month calendar. All reservations will be accepted on a first-come, first-served basis as indicated above, upon receipt of the completed

Meeting Room Reservation Application Form or approved online reservation, plus payment.

4. Payment must be made within 7 days after reserving the room, or the room will become available for others. Full payment for the base fees and any additional fees must be made prior to use of the room. Room reservations are confirmed only after the completed form and payment are submitted.
5. Reservation requests or requests for changes to a reservation may be submitted at any time; however, staff may not be able to accommodate requests placed less than 48 hours before the room is needed. If a group arrives to use a room and there is no record that a room was reserved and they do not have a confirmed application and receipt of payment, staff will try to find a room to use but may not be able to accommodate the group if no appropriate room is available.
6. If a cancellation becomes necessary, the Library should be notified 48 hours in advance of the meeting. If the group has paid, the person who reserved the room may reschedule within 30 days, if a room is available. No refunds will be issued. If the group has not yet paid, the person who reserved the room will be responsible for full payment.
7. The Library reserves the right to cancel any meeting room reservation by giving at least two weeks' notice. Reservations may be cancelled with less notice in case of a building emergency, extreme weather, repair work, or other circumstance beyond control of the Library. The Library is not liable for any expenses of any kind resulting from the Library's cancellation of a meeting room reservation beyond a refund or credit of the meeting room fee. The Library reserves the right to relocate within the building any scheduled meeting.
8. Library meeting rooms may not be used for meetings, programs, or events involving the sale, advertisement, solicitation, or promotion of commercial products or services, with the exception of activities sponsored by the Library, the Friends of the Palatine Library, or the Palatine Public Library District Foundation. Donations or membership dues for nonprofit groups and clubs may not be collected on Library property.
9. Meeting rooms may not be used for recreational gatherings such as showers, birthday parties, or dances.
10. Meeting attendees must follow all rules and policies regarding use of the Library.
11. No organization or group may use the Library as its official address. (The Friends of the Palatine Library and the Palatine Public Library

District Foundation are exceptions.) Storage of items by organizations meeting at Library facilities will not be permitted.

12. The applicant or alternate contact listed on the application must be present throughout the event and is responsible for the attendees' adherence to all Palatine Public Library District policies. For the safety and well-being of members, groups with members age 17 and under in attendance must have a responsible adult present.
13. Serving food or beverages of any kind requires payment of a fee. The kitchenette is available for the serving of light refreshments only. Boxed or bagged meals are permitted in the meeting rooms. The Library provides pots and water for coffee or tea but does not provide consumables or supplies. Potlucks, luncheons, or other meal events are not permitted. Alcoholic beverages may not be brought on premises, except as designated in section 3-9. Use of objects with flames or smoke such as matches, candles, sterno, incense, etc. is prohibited.
14. Meetings must be conducted so as not to disrupt library functions and operations. The Library reserves the right to stop meetings that are disruptive.
15. In compliance with the Americans with Disabilities Act, attendees needing special accommodations for organizations and groups should direct any such requests to the organization reserving the meeting room, and any such accommodation required under law will be arranged for and financed by the organization and not the Library.
16. Permission to use meeting rooms does not imply Library endorsement or support of any organization using the rooms or the ideas presented therein, nor should the organization imply Library endorsement or support.
17. See Appendix 2B for Meeting Room Use Fees.

Failure to abide by these and other Library rules may result in cancellation or refusal of future reservations. The Library retains the right to monitor all meetings conducted on the premises to ensure compliance with Library regulations. (Adopted 2-9-94; Last Revised 11-19-24, Effective 12-1-24)

### 3-19 Library-Sponsored Programs

Library staff plan and schedule programs and events in order to further the mission of the Library. Staff welcomes program suggestions and recommendations from members and retains the right to determine which programs and events are scheduled.

Staff considers the following criteria in making decisions about program topics, speakers, and formats:

- informational, educational, and entertainment needs and interests of the community
- relevance to community interests and issues
- suitability of content for intended audiences
- presenter experience including background or qualifications in content or format area
- budget
- historical or educational significance
- connection to other community programs, Library programs, exhibitions, or events
- availability of appropriate Library space

Programs may require prior registration or tickets. Programs may be limited to attendance by valid Library cardholders (as defined in Appendix 2A) and identified as such in all publicity.

Registered/ticketed visitors who arrive after the publicized start time for a program or event might not be able to attend the program. Staff will admit standby visitors at the publicized start time if space is available.

Some programs are open to both Library cardholders and reciprocal borrowers or other Library visitors. Staff reserves the right to give preference to Library cardholders if potential attendees exceed the amount of available seating.

The Library offers programs for persons of all ages. Some programs or events are offered for specific age groups, and this information accompanies all publicity about these programs. Staff reserves the right to limit attendance at these programs to those persons of the age specified in the publicity. Some children's programs specify that a parent or caregiver is to be present in the program with the child. Parents or caregivers of children under age 9 are to remain in the Library during the program or event.

The Library may cosponsor programs with other groups or agencies. These programs will still be considered Library-sponsored programs. Library sponsorship of a program does not constitute an endorsement of the content or topic of the program or of the views expressed by speakers, presenters, participants, or audience members.

Staff may cancel any program in case of an emergency or low registration and will provide as much advance notice to the public as possible. Cancelled programs may or may not be rescheduled.

The Library schedules programs and events at Library facilities, off-site, and online. This policy governs all programs and events regardless of location.

Programming practices adhere to the Americans with Disabilities Act (ADA) and the American Library Association's Library Bill of Rights. The Library will make every effort to provide ADA accommodations for programs when requested with at least seven days' notice to the Library. Accommodations may be possible with less notice. (Adopted 9-12-12; Last Revised 11-19-24, Effective 12-1-24)

### 3-20 Flags

The Library has a flagpole located at the front of the library's property at 700 N. North Court in Palatine. The Library will generally raise one or more of the following:

- United States flag
- State of Illinois flag

The Library will follow provisions governing the display of the flags found in the United States Code, Title 4, Chapter 1, and the Illinois Flag Display Act 5 ILCS 465.

From time to time, the Board may approve flying other flags. Flags flown on the Library's flagpole will be approved by the Board and serve as a government forum for expression of the Library's mission, vision, values, or official sentiments (government speech).

The Library does not fly flags at the request of the public, any organization, or any individual. Use of a Library flagpole is not intended to serve as or create a forum for free expression by the public.

When approving flags to be flown on the Library flagpole, the Board will consider the following:

1. Whether the United States or the State of Illinois has recognized the flag or cause through statute or proclamation or other official communication, e.g., national heritage months or national awareness months;
2. Whether the flag represents a national, state, or local interest and is consistent with the Library's mission, vision, values, or official sentiments;
3. Whether the flag represents a positive interest or value worthy of public recognition and is consistent with the Library's mission, vision, values, or official sentiments.

The Board will approve flags to be flown on the Library flagpole either by a written resolution or by majority vote of the Board of Library Trustees, which majority vote will be documented in the minutes of a Board meeting. (Adopted 6-21-22; Effective 7-1-22)

Policy 3 Comprehensive Review: Adopted 3-14-74; Last Revised 11-19-24, Effective 12-1-24)