

Approved 1/10/19, by board action

## **Programming Policy**

The Shorewood-Troy Public Library District offers programs that entertain, inform and educate to the residents of the District. The selection of library programs is chosen by staff for their relevance to community needs or interest, popular appeal, availability of staff to conduct particular programs of interest, and informational value. Programs are conducted within the budgetary constraints. Potential programs may be suggested to the library staff; the library may or may not include them in future programming.

Programs are primarily provided by library staff. Outside presenters are chosen for their proven or unique expertise and their public performance experience. Presenters will not be excluded from consideration because of their origin, background or views or because of possible controversy. However, the library providing a program with the assistance of an outside presenter does not constitute an endorsement of the group's or individual's policies or beliefs. The Library provides programming to all of its community's residents.

Programs are generally offered free of charge and are open to all residents, including residents of the surrounding communities on a first-registered, first-served basis. Some programs may require the purchase of materials by participants. The need to purchase supplies will be advertised in library publicity. The Library may also occasionally opt to charge for registration for a program; the need to pay for registration will be advertised in library publicity.

Some programs are drop-in programs. Other programs, due to space limitations or the ability to provide a satisfactory experience to all participants, will require registration. Registration requirements are noted in all library publicity for a particular program and in the library's newsletter. In some cases, a particularly high-demand program may be restricted to library cardholders first, then be opened up to non-cardholders. This will be advertised in library publicity, if done.

Library-sponsored presentations will be free of solicitations, sales pitches or proselytizing. Outside groups are able to book a library meeting room; however, booking a meeting room does not constitute a library-sponsored program.

Programs may be cancelled for a number of reasons, including: severe weather, unavailability of the presenter or low registration. In the event a program is cancelled, efforts will be made to let the public know and registered participants will be notified. Cancelled programs are not automatically re-scheduled.

### **Cancellations of registration**

As programs are capped at a certain number of participants, we do require cancellation from patrons, if they are not able to attend a program. This allows patrons on the waitlist to be able to participate in the program, if another patron cannot.

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Patron cancellation of their registered programs requires at least a 24-hour notice. Cancellations can be done online through our event calendar or by calling the library at 815-725-1715. Failure to provide a 24-hour notice of cancellation and/or repeated failure to show up for programs may be grounds for waitlisting on upcoming programs. Continued absences will result in a suspension of registered program attendance privileges for up to 90 days. Attendees are expected to be on time for programs. Those who arrive five or minutes after the program will be considered no-shows and their spot will be given away to people on the waiting list.

### **Failure to Comply**

Individuals attending library-sponsored programs are obliged to follow the Code of Conduct for library patrons. Patrons who violate the policy may be asked to leave for the duration of the program. Continued violation of the policy will result in lengthier suspensions, subject to the Code of the Conduct policy. An individual wishing to file an appeal may submit it to the Director; the Director will respond in writing.

### **Programming responsibility**

The Director is the chief person empowered to make programming decisions. In practice, the Director may delegate authority to approve programs to the appropriate staff.

### **Photo-Taking**

The Library reserves the right to take photos of program participants. Photos may be used in library publicity, including but not limited to, the library's newsletter, the library's Facebook and Instagram pages, and the library's website.

If a participant does NOT want their photo taken, we will honor their wishes. They should notify library staff prior to the program beginning.