All locations of the Waukegan Public Library are free and open to all.

Please do:
- Ask library staff for help.
- Expect friendly, courteous service without discrimination.
- Utilize equal access to information, materials and equipment.
- Enjoy a clean, comfortable and safe environment.
- Trust our confidentiality of personal information.
- Ensure that children who need assistance or supervision are accompanied by a parent or guardian.
- Call or come in with questions.
- Suggest new materials and services.
- Expect complaints/problems to be resolved within 48 hours, whenever possible.
- Expect phone calls not to be transferred or left on ”hold” unnecessarily.
- Understand that library customers who are children have the same rights and responsibilities as adult library customers.
- Clean up after yourself.

We ask that all patrons not:
- Engage in any illegal or illicit activity or behavior, including illicit drug use, threatening others or vandalizing library facilities, equipment, or materials. The police will be called if necessary.
- Participate in disruptive or unsafe behavior such as loud talking, playing audio equipment loudly, using profanity, running, throwing things, hitting or pushing.
- Use your cell phone in a manner that is loud or disruptive to others.
- Harass other library users or library staff (including physical, sexual, or verbal abuse).
- Remove library materials from the building without checking them out.
- Leave children who need assistance or supervision unattended in the Library.
- Use the Internet to view objectionable or illegal material.
- Drink from an uncovered container or eat any food in a library computer area.
- Use someone else’s library card. (Exceptions may be arranged with staff for account maintenance and checkout, but not computer use.)
- Smoke, sleep, or drink alcohol.
- Sell, solicit, panhandle, or loiter.
- Enter without shoes or shirt.
- Bring in animals except assistance animals.
- Distribute leaflets or post notices not authorized by the Library Administration.
- Block furniture or aisles with personal items or leave such items unattended at any time.
- Enter the Library if you have neglected your bodily hygiene so that it gives offense and constitutes a nuisance to other patrons.

Persons who fail to observe these guidelines may be asked to leave the Library, suffer suspension of Library privileges, be permanently banned from the Library or be arrested with possible further legal action.