

Consequences for violating any rules in the Customer Code of Conduct will be determined by the fair and reasonable judgment of library staff and law enforcement personnel and will be based on the severity of the violation. Examples of inappropriate behavior and the resulting consequences of such behavior are outlined below; however, each incident is unique and consequences are adjusted accordingly.

Suspension duration periods and other consequences imposed by the Library do not preclude or supersede other consequences or penalties that may be imposed by federal, state, or local law.

Anyone interfering with Library employees in the performance of their duties and/or failing to follow reasonable instruction by staff to correct inappropriate behavior subject to library service and exclusion from library property. Anyone refusing to leave after such request, or appearing during a period while banned, is subject to arrest for trespassing.

Level One Severe Violations		Suspense Duration		
		1 st Offense	2 nd Offense	3 rd Offense
1.	Fighting, physically assaulting, or verbally or physically threatening other customers, volunteers, or staff.	1-2 years	2-5 years	Lifetime Ban
2.	Threatening with or brandishing a weapon			
3.	Damaging, Tampering with, or improperly removing any library property, or property of other library users.			
4.	Public indecency or sexual misconduct.			
5.	Inappropriate use of computer hardware and software, copies, phone, and other electronic equipment.			

Level Two Moderate Violations		Suspense Duration		
		1 st Offense	2 nd Offense	3 rd Offense
6.	Possession of illegal drugs.	3-6 months	6-12 months	1-2 years
7.	Misuse of library restrooms.			
8.	Disobeying the reasonable direction of library staff.			
9.	Abandoning children under the age of 9.	Follow procedures for Mandated Reporter, including contacting DFACS or Police. Duration is dependent on severity of offense.		

Level Three Minor Violations		Suspense Duration		
		1 st Offense	2 nd Offense	3 rd Offense
10.	Being or appearing in a state of intoxication.	1 day	2 days	7 days
11.	Neglecting to provide proper supervision of children. Children under the age of 9 must be accompanied by a responsible caregiver.	Follow procedures for Mandated Reporter, including contacting DFACS or Police. Duration is dependent on severity of offense.		
12.	Sitting on tables or putting feet on furniture; using furniture for uses other than intended.	Warning; customer may correct or leave	1 day	7 days
13.	Adults using youth areas without a minor or need for youth collections or services.			
14.	Loud noise, including loud cell phone conversations.			
15.	Entering the library inappropriately dressed.			
16.	Using profane, obscene, or injurious language.			
17.	Violating Muscogee County School District policy regarding the prohibition of tobacco products or alcohol on library property.			
18.	Soliciting, loitering, harassment, or panhandling.			
19.	Sleeping in the library or on library property.			
20.	Misuse or inappropriate use of library cards.			
21.	Bringing animals or pets (with the exception of service animals) into the library.	Leave building; may return without pet.		

Amended and approved by the Chattahoochee Valley Library Board of Trustees - July 21, 2016