



# CUSTOMER CODE OF CONDUCT

The Chattahoochee Valley Libraries exist for all members of the community. To ensure a pleasant and safe environment and to protect your library resources, this Code of Conduct describes behavior that infringes on the safety and well-being of our customers and their ability to use the library.

**During pandemic conditions, the following Code of Conduct rules will apply. These rules may change as needed based on public health:**

1. Minors under the age of 16 who are visiting the library of using a computer must have a caregiver over the age of 16 who remain with them at all times.
2. Computer time is limited based on supply, and determined by public health and social distancing.
3. Masks must be worn when using a public computer. Please wear a face covering, or we will supply one for you.
4. Seating will be limited, and occupancy will be limited in each building at all times.
5. During some phases of re-opening, parts of the library will be blocked from public use.
6. In order to maximize the number of customers, and minimize exposure, customers should minimize their time in the library.
7. No food or drink in the computer areas.

Purpose	Examples of inappropriate behavior
<p>The Libraries will provide a friendly learning atmosphere for the entire community.</p> <p>Customers and staff expect a safe environment.</p> <p>Library staff is responsible for maintaining a safe and cordial environment for all.</p>	<ul style="list-style-type: none"> <li>• Any behavior disruptive to library use.</li> <li>• Loud noise, including loud cell phone conversations. Cell phone ringers should be set to silent or vibrate.</li> <li>• Entering the library inappropriately dressed. All library customers must be fully clothed (including pants/skirt, shirt and shoes) while on library property.</li> <li>• Using profane, obscene, or injurious language in the presence of another person or that is directed at another person on Library property.</li> <li>• Verbally or physically threatening other customers, volunteers or staff.</li> <li>• Fighting or challenging to a fight.</li> <li>• Violating Muscogee County School District policy regarding the prohibition of tobacco products (including smokeless products and e-cigarettes), alcohol, or weapons on library property. <i>Please see MCSD Policy JCDAE and O.C.G.A. 16-11-127 for weapon policy and definition</i></li> <li>• Soliciting, loitering, harassment or panhandling.</li> <li>• Sleeping in the library or on library property.</li> <li>• Public indecency or sexual misconduct.</li> <li>• Being or appearing in a state of intoxication.</li> <li>• Engaging in any activity in violation of Federal, State, local or other applicable law or ordinance or library policies.</li> <li>• Disobeying the reasonable direction of a library staff member and/or library security officer.</li> </ul>

<p>Library property is a community resource to be used and respected by all.</p>	<ul style="list-style-type: none"> <li>• Inappropriate use of library property or facilities or on library grounds, including computer hardware and software, printers, copiers, phone and other electronic equipment. Please see <i>Chattahoochee Valley Libraries Policy INF3, Computer/Internet Use</i>.</li> <li>• Damaging, tampering with, or improperly removing any library property.</li> <li>• Sitting on tables or putting feet on furniture; using furniture for uses other than intended</li> <li>• Misuse of library restrooms.</li> <li>• Bringing animals or pets (with the exception of service animals) into the library.</li> <li>• Misuse or inappropriate use of library cards. An individual may only use his/her own library card to access library computers or to check out or download materials.</li> </ul>
<p>Children should be properly supervised at all times.</p>	<ul style="list-style-type: none"> <li>• Adults using youth areas without a minor or need for youth collections or services</li> <li>• Minors under the age of 16 who are visiting the library or using a computer must have a caregiver over the age of 16 who remains with them at all times.</li> </ul>

This Code of Conduct will be prominently posted in all Chattahoochee Valley Libraries locations. Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff, security guards, and law enforcement personnel are authorized to enforce these rules. Any person violating any of these rules may be ordered to leave library property, be denied library privileges, or be banned from using any library facility. If conduct which violates these rules is also a violation of federal, state or local law or ordinance, said conduct will be reported to appropriate law enforcement, which may result in prosecution.

**Amended and approved by the Chattahoochee Valley Libraries Board on January 20, 2011. Amended and approved: August 21, 2014. Amended and approved: July 21, 2016 Amended and Approved: February 1, 2018**