

CUSTOMER CODE OF CONDUCT



The Chattahoochee Valley Libraries (CVL) exist for all members of the community. To ensure a pleasant and safe environment and to protect library resources, this Code of Conduct describes behavior that infringes on the safety and well-being of our customers and staff in person, over the phone, and in virtual spaces.

Purpose	Example 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"> • Any behavior disruptive to library use. • Disobeying the reasonable direction of library staff. • Loud noise, including loud cell phone conversations. Cell phone ringers should be set to silent or vibrate. • Entering the library inappropriately dressed. All library customers must be fully clothed (including pants/skirt, shirt and shoes) while on library property. • Using profane, obscene, or injurious language in the presence of another person or that is directed at another person on Library property. • Verbally or physically threatening or harassing others. • Fighting or challenging to a fight. • 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 GAN, JCDAE, and O.C.G.A. 16-11-127 for weapon policy & definition for Muscogee Count properties</i> • Loitering, panhandling, or soliciting. • Entering staff areas without permission. • Sleeping in the library or on library property. • Public indecency or sexual misconduct. • Being or appearing in a state of intoxication. • Engaging in any activity in violation of Federal, State, local, or other applicable law or ordinance or library policies.
<p>Library property is a community resource to be used and respected by all.</p>	<ul style="list-style-type: none"> • Misuse of library property, facilities, or grounds, including computer hardware and software, printers, copiers, phones, and other electronic equipment. <i>Please see CVL Policy, Computer/Internet Use.</i> • Damaging, tampering with, or improperly removing any library property, or property of other library users. • Sitting on tables or putting feet on furniture; using furniture for uses other than intended. • Misuse of library restrooms. • Bringing animals or pets (with the exception of service animals) into the library. • Misuse or inappropriate use of library cards. An individual may only use their own library card to access library computers or to check out or download materials. • Leaving personal property unattended. Personal items must be kept with library users at all times. Library staff are not
<p>Children should be properly supervised at all times.</p>	<ul style="list-style-type: none"> • Neglecting to provide proper supervision of children. Children under the age of 9 must be accompanied by a responsible caregiver. For additional details, please see <i>CVL Policy, Safe Child Policy.</i> • Adults using youth areas without a minor or need for youth services

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, 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. Amended and approved: August 15, 2024.