

Customer Code of Conduct
Appendix A

	Infraction Type	First Violation	Second Violation	Third Violation
1	Inappropriate dress, to include but not limited to no shirt and no shoes.	Warning, and may be asked to leave the premises to correct the problem.	Warning, and may be asked to leave the premises to correct the problem.	Warning, and may be asked to leave the premises to correct the problem.
2	Presenting offensive and pervasive odor or odors, which constitute a nuisance to other customers or staff.	Warning, and may be asked to leave the premises to correct the problem.	Warning, and may be asked to leave the premises to correct the problem.	Warning, and may be asked to leave the premises to correct the problem.
3	Consuming food outside of designated areas or while using library technology	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
4	Filming or photographing customers or staff without their prior consent	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
5	Distributing or posting unauthorized printed materials.	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
6	Bringing pets into the library, with the exception of service animals	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
7	Sleeping	Warning, and may be asked to leave the premises to correct the problem.	7-day eviction	30-day eviction
8	Being under the influence of alcohol or drugs to the extent that one is unable to exercise care for	Warning, and may be asked to leave the	7-day eviction	30-day eviction

Customer Code of Conduct
Appendix A

	one's own safety or the safety of others.	premises to correct the problem.		
9	Abuse or improper use of library facility and equipment, to include but not be limited to public computer usage, bathing, shaving, or washing clothes	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
10	Smoking, using chewing tobacco, or smoking e-cigarettes on library property	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
11	Creating any unreasonable noise, including loud talking, singing, running, boisterous activity and the playing of audio or video equipment which disturbs other customers or staff.	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
12	Use of offensive, obscene, or abusive language	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
13	Gambling, panhandling, soliciting money or engaging in activity for personal profit on library premises.	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction
14	Engaging in any act which clearly disrupts or prevents the normal or intended use of the public library by any other customers or staff.	Warning, and may be asked to leave the premises for the remainder of the business day.	7-day eviction	30-day eviction

Customer Code of Conduct
Appendix A

15	Intentionally destroying, vandalizing, or damaging Library Property to include defacing material.	4-month eviction. Eviction period may be extended longer until financial restitution is paid for the damage	1-year eviction. Eviction period may be extended longer until financial restitution is paid for the damage	1-year eviction. Eviction period may be extended longer until financial restitution is paid for the damage
16	Intentionally destroying, vandalizing, or damaging Customer Property while on library premises.	4-month eviction with approval	1-year eviction with approval	1-year eviction with approval
17	Trespassing, violating an eviction, or entering upon library property when banned.	4-month eviction with approval	1-year eviction with approval	1-year eviction with approval
18	Theft or attempted theft of personal property or library property.	4-month eviction with approval	1-year eviction with approval	1-year eviction with approval
19	Brandishing a knife or other cutting instrument, using a knife or other cutting instrument to threaten or intimidate others, or using a knife or other cutting instrument in any unsafe manner that could reasonably result in personal injury or property damage.	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement
20	Inducing panic or placing false 911 calls to police or fire agencies on premises.	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement
21	Harassment of staff or customers to include but not limited to: threatening language; expressing racial or ethnic epithets to another	Asked to leave premises immediately. Eviction period to be determined after review by	Asked to leave premises immediately. Eviction period to be determined after review by	Asked to leave premises immediately. Eviction period to be determined after review by

Customer Code of Conduct
Appendix A

	person; stalking behavior, such as following a person on premises without permission, staring or watching persons to the point that it is unreasonable or the party claims the behavior makes them feel uncomfortable. To also include acts of harassing behavior committed via the telephone, email, or written communications directed toward customers or staff while on library premises.	Director/Executive Manager of Community Engagement	Director/Executive Manager of Community Engagement	Director/Executive Manager of Community Engagement
22	Possession, selling, or distributing illegal drugs or alcoholic beverages on library premises.	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement	Asked to leave premises immediately. Eviction period to be determined after review by Director/Executive Manager of Community Engagement
23	Engaging in or soliciting any sexual act. Indecent exposure.	1-year minimum eviction with approval by Director/Executive Manager of Community Engagement	1-year minimum eviction with approval by Director/Executive Manager of Community Engagement	1-year minimum eviction with approval by Director/Executive Manager of Community Engagement
24	Engaging in fighting, challenging persons to fight, physically abusing or assaulting anyone on the library premises.	1-year minimum eviction with approval by Director/Executive Manager of Community Engagement	1-year minimum eviction with approval by Director/Executive Manager of Community Engagement	1-year minimum eviction with approval by Director/Executive Manager of Community Engagement