GUIDELINES FOR ENFORCING THE PATRON CODE OF BEHAVIOR (updated 6/14/23, reviewed 4/14/2022)

	Tier 1	Tier 2	Tier 3
Staff Needed	(1) respond	(2) respond	(2) respond
Immediate Action	Conversation or Warning	Warning or Asked to Leave for the Day	Call Police, Grounds for Restriction of Access
Follow-up Compliance	With your Co-Workers, Complete Potential Problem Log if Warranted	With your Manager, also Complete Incident Report	With your Manager, also Complete incident Report
Destruction	Suspected Theft Inappropriate Use of Furniture or Property	Destruction/ Damage of Property	Known Theft Vandalism
Compliance		Repeat of Tier 1 Behaviors Non-Compliance, Patrons Disregarding Staff Direction Patron in Restricted Areas	Repeat of Tier 2 Behaviors Trespassing (Includes refusal to Leave after Warned) Anything Illegal; non-compliance with Federal, State, or Local Health Orders
Unruliness	Unsafe behavior Disruptive Behavior (Loudness, Body Fluids, Exposure) Unwanted Attention Public Displays of Affection Monopolizing Library Resources	Dangerous Behavior Sabotaging Library Services	Lewd and Lascivious Behavior (Indecent Exposure, Voyeurism, Masturbation, Sex in Public Places, Etc.)
Abusiveness	Confrontational, Argumentative Behavior	Verbal Abuse, Insulting Physical Fighting (Children)	Threatening Behavior Physical Fighting (Adults) Assault Violence
Lanuage		Profanity	
Food/Drink, Smoking Pets, Alcohol Skating	Eating outside of Designated Food Areas	Drinking Alcohol, Smoking Pets Skate Boarding Riding Scooters in Library	
Parking Lot		Soliciting	Abandoned Car Patron Reports of Unsafe Behavior or Lingering/Loitering in Parking Lot
Computer Use	Patron reported viewing of inappropriate images by another patron.	Witnessed Viewing Inappropriate Images by a Staff Person.	Viewing Obscene/Illegal Materials (Child Pornography and/or Bestiality)
Children	Unattended Child, Parent in Library		Abandoned Child Unattended Child After Closing Child Left in Car, Regardless of Temperature