

CUST - C.5(a)

Forsyth County Public Library Computer Use Violation Procedure Customer Copy

It is Library policy to afford customers the benefit of the doubt at all times.

Appropriate computer use is defined in the *Forsyth County Public Library Internet Use Agreement and Rules of Computer Use* (CUST - C). Certain behaviors at workstations violate the more general *Rules for Use of the Forsyth County Public Library* (CUST - B) and will be treated as such.

For severe offenses, steps may be skipped in this process.

For unintentional or minor infractions, staff will explain the rules and not issue a warning. Customers **intentionally or habitually** violating policies will be subject to the guidelines below:

FIRST offense

1. The customer is given an explanation stating the exact offense.
2. The customer is asked to re-read the *Internet Use Agreement and Rules of Computer Use*.
3. The customer is warned that if this or any other computer rule is broken in the future, library computing privileges will be suspended for two weeks.

SECOND offense

1. The customer is given an explanation stating the exact offense.
2. The customer is reminded that a warning has already been given.
3. The customer is told that library computing privileges are immediately suspended for a period of **two weeks** at all library locations.

THIRD offense

1. The customer is given an explanation stating the exact offense.
2. The customer is told that library computing privileges are immediately suspended until a review can be completed by the Director's Advisory Council.
3. If computing privileges are revoked, a letter will be sent to the customer stating that the customer's library computer privileges are revoked for **six months**. *(If no address is available for the customer, the letter will be on file in the Library Administration Office at the Central Library.)

FOURTH offense

1. The customer is given an explanation stating the exact offense.
2. The customer is told that library computing privileges are immediately suspended until a review can be completed by the Director's Advisory Council.
3. If computing privileges are revoked, a letter will be sent to the customer stating that the customer's library computer privileges are revoked for **one year**, or longer, if the severity of the offense warrants it. *(See above)

A customer may submit an appeal to the Assistant Director, Deputy Director or Director at any step in this process.