

# Customer Behaviour in Libraries

Libraries are public venues open to everyone in the community and we want to ensure that all library users feel welcomed and safe in the library and are able to get the best out of their library visit and the equipment and the resources available to them.

We request that all library users show consideration to the needs of other customers, staff and volunteers. This includes adhering to the Byelaws, council and library policies and any other guidelines for use of library services or the library venue. The poster we display in libraries is the standard Gloucestershire County Council poster provided for all council premises.

Please be aware that if any individual or group of people:

- Exhibits verbal abuse, disruptive behaviour or aggression towards any other person present in the library
- OR
- Undertakes actions that are in breach of the Byelaws, policies and guidelines

we will ask them to cease the offending behaviour. If they do not do so immediately then they will be required to leave the library.

In some circumstances, depending on the nature of the incident, library users may be barred from further library use for a given period of time. If unlawful behaviour is exhibited this will be reported to the Police.

Parents are responsible for the behaviour of their children in the library. If unaccompanied children severely misbehave we will apply the Safe Place for Children Policy

<http://www.gloucestershire.gov.uk/libraries/policies>

Thank you for your co-operation in helping to create a safe environment for all.

Reviewed October 2018

**The Library**