

Libraries & Information

Customer Behaviour in Libraries

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Customer Behaviour in Libraries

Libraries are public venues open to everyone in the community and are proud to welcome and celebrate differences in everyone who uses our services, thereby ensuring a safe environment for all.

We are inclusive of any age, race, religion, sexual orientation, gender and disability.

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.

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 any other 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. We will issue a warning letter following the incident.

In some circumstances, and upon consideration of the nature of the incident, library users may be barred from further library use for a specified period. If illegal activity is suspected, then 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 everyone.