



## Libraries & Information

# Customer Behaviour in Libraries

Type of Document	Policy
Department	Libraries
Owner(s)	Operations Manager - Libraries
Sign off	Head of Libraries and Registration
Publication	Website
Review Date	May 2024

Document Amendment Record			
Issue	Amendment detail	Author	Date
V1.0	Published policy		24/10/2018
V1.1	Minor amendments	Libraries and Registration Service Managers	25/01/2021
V1.2	Minor amendments	Operations Manager - Libraries	19/07/2024

# 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.goucestershire.gov.uk/libraries/policies>

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