

Warwickshire Libraries' Customer Charter

Welcome to Warwickshire Libraries

Warwickshire libraries extend a warm welcome to all, offering a range of services and facilities that we hope will inspire and support our customers.

To ensure all visitors and staff enjoy a safe and pleasant experience, we ask everyone to follow a few simple guidelines.

Our commitment

- Treat everyone with respect and kindness
- Provide a safe and inclusive environment for all ages and backgrounds
- Support our customers with excellent service and wide range of resources

Respecting each other

To make sure everyone enjoys their time in the library, we ask you to:

- Be considerate of others
- Treat staff and fellow visitors with courtesy
- Look after library property and facilities

Behaviour that is not acceptable

The safety and wellbeing of our staff and customers is of the utmost importance and is the guiding principle to determine standards of behaviour.

Certain behaviours will not be allowed, these include, but are not limited to:

- Any illegal activity, such as theft, damage, or violence.
- Using offensive language, gestures, spitting or making inappropriate comments.
- Threatening, intimidating, or verbally abusing staff or visitors, including racist, sexist, homophobic or other derogatory comments.
- Not supervising children in your care aged 8 and under.
- Aggressive behaviour or fighting.
- Smoking, using or charging e-cigarettes or vapes, drinking alcohol, or using drugs.
- Visiting while under the influence of alcohol or drugs.
- Playing music or having loud phone conversations.
- Selling items, distributing leaflets or putting up a poster without staff permission.
- Viewing inappropriate images on library computers or personal devices.
- Sexual activity
- Disturbing others through loud or disruptive behaviour.
- Misusing library facilities or toilets.
- Bringing bicycles, scooters, or similar vehicles and pet animals into the library (mobility aids and assistance dogs are always welcome).
- Sleeping in the library.
- Unreasonably attired and/or offensively unclean.

These standards of behaviour are based on library bye-laws and regulations: <http://www.warwickshire.gov.uk/librarypolicies>; other legislation which direct behaviour in public places and equality legislation.

If you're unsure whether something is allowed, please ask a member of staff - they're here to help.

What happens if behaviour is unacceptable?

Our staff will always try to resolve issues in a fair and consistent manner and with tolerance and understanding.

If someone's behaviour makes it difficult for others to enjoy the library, staff may:

- Ask them to modify their behaviour.
- Ask them to leave for the rest of the day if the behaviour continues.
- In serious or repeated cases, a longer ban may be necessary (from one week up to twelve months, depending on the situation).
- We will always explain the reasons for any decision and let you know how to appeal if you feel it's unfair.
- All incidences of non-serious anti-social behaviour witnessed in the library will be reported to the police through 101 or the local Neighbourhood Policing Team.
- If the behaviour of a customer impedes the access of any other person to the library, physically or emotionally, prevents staff from fully undertaking their duties or is deemed to be abusive, offensive or intimidating, staff should clearly communicate to the customer that their behaviour is inappropriate and ask them to modify their behaviour and/or leave the premises. Should the customer not modify their behaviour, the police will be called on 999.
- If there is a potential risk to life or property as a result of antisocial behaviour, staff will call 999 immediately.
- Where CCTV systems are in place this footage may be used to support reporting of incidents.
- Crimes and suspected crimes will be reported to the police.

Need help or have questions?

Do not hesitate to contact a member of staff in the library. Our staff are always happy to help.

You can also contact us at

libraryenquiryteam@warwickshire.gov.uk

0300 555 8171 (please note depending on your call package, charges may apply)

Thank you for helping us to make Warwickshire's libraries a welcoming space for everyone.