

## Customer behaviour in the Guille-Allès Library 2018

The Guille-Allès Library is a public facility open to anyone in the community and all library users should feel welcome and safe in the library and able to get the best out of their library visit and the equipment and 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 Rules of the Guille-Allès Library, library policies and any other guidelines for use of the 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 actions that are in breach of the Rules, policies and guidelines

they will be asked 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 in the library, we will apply the Safe Place for Children Policy.

Thank you for your cooperation in ensuring that the library is a safe environment for all.