

## Customer Behaviour Policy

The Guille-Allès Library is a public facility open to the whole community. Everyone should feel safe and welcome in the Library, and be able to get the best out of their visit.

We request that all users of the Library 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 Library services or the Library building.

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, they will be required to leave the Library.

In some circumstances, depending on the nature of the incident, users may be barred from further 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.