

Dorset Council Library Services Code of Conduct

The Code of Conduct details the rules in place and is a general statement of the conduct we expect from users of our library facilities and services. Acceptance of this Code is required to become a member of a Dorset Council library and use any additional services provided by the library.

It is your responsibility to familiarise yourself with the code and to observe it.

The library community

You are expected to treat Library Services staff and fellow users with dignity and respect. Dorset Council does not tolerate antisocial behaviour. This includes:

- demeaning, abusive, indecent or offensive language or comments
- shouting and/or use of aggressive or inappropriate gestures
- threatening behaviour or physical harassment
- comments that discriminate on the basis of race, gender, sexuality, disability, religion or any other grounds

Such behaviour will result in an immediate ban from all services.

The library environment

Noise

- we ask customers are mindful of others using the space, especially if library study spaces are in use

Eating and drinking

- cold snacks and hot or cold drinks are permitted
- all litter should be disposed of in the bins provided and the library should be kept in a tidy condition

Photography and filming

- the taking of photographs and filming are not permitted in any library, except with written permission from the Service Manager for Libraries

Your safety and security

It is unacceptable to:

- gain access to library facilities by means other than the designated entrance
- gain access to library facilities by means of a library membership card other than your own or allow someone else to use your library membership card

To ensure your safety and security whilst using the library spaces, we operate closed circuit television (CCTV) cameras and engage staff to undertake routine patrols.

To ensure your own security and that of your belongings, please follow these guidelines:

- do not leave your property and valuables unattended. Keep them with you always. Unattended bags will be considered a security risk and may be removed
- be vigilant and report anybody acting suspiciously via the emergency phone
- ensure that you pack up your belongings and leave the library before closing time
- familiarise yourself with evacuation routes and, in the event of an emergency, follow any instructions given to you by staff or during your Extended Access induction. It is your responsibility to follow the council's Health and Safety procedures

Theft and vandalism

- if you discover that property belonging to the council has been vandalised, please report this using the emergency phone
- vandalism of any council property or premises is subject to further investigation and may result in a ban from Dorset Council Libraries

Action taken after a breach of the code

Serious or persistent breaches of the Library Services Code of Conduct may result in suspension from the use of and access to Council Library services and resources.