

Westminster Libraries and Archives Code of Conduct

Everyone is welcome in our libraries, and we want to maintain a pleasant, safe environment for all our customers and staff. We politely ask that every customer helps us to do this by adhering to the guidelines and behaviours outlined below

- Please consider the impact of noise, offensive language, and hygiene on other customers, and moderate your behaviour if requested to by a member of staff
- Please respect the library's site policy on eating, drinking and mobile phone use
- Please do not ignore staff instructions. This includes requests regarding charging personal devices and moving furniture
- Please do not leave unattended belongings in the library. Staff are not responsible for customers' personal property, and any unattended items may be removed
- Children Under 8 must be supervised by a parent or carer. The adult must remain with the child at all times
- Alcohol may not be consumed in the library. Anyone drinking alcohol or attempting to use the library services while intoxicated will be asked to leave the premises
- Please respect the boundaries of staff and other library customers. Personal or sexist remarks and questions, invasion of personal space and requests for information about staff members are not acceptable and will be challenged

If you are unable or unwilling to follow the guidelines above, you will be asked to leave the building and may be temporarily excluded from using the library service

- Discriminatory actions and hate speech related to race, gender, sexual orientation or religion will not be tolerated. The use of racial slurs or hate speech will result in an immediate 12-month exclusion
- Physical aggression, spitting and verbal threat or abuse will not be tolerated and will result in an immediate 12-month exclusion. We will always involve the police in incidents of physical aggression and spitting