

Public Behaviour in Libraries: Acceptable Use Policy

1. Oxfordshire County Council (Library Service) has an important role in maintaining and developing collections of books, audio visual and technology networks which enable people to pursue cultural, learning, social and recreational activities.
2. A separate acceptable use policy sets out the terms between you and us under which you may use any computers or devices in our libraries to access the Internet.
3. This acceptable use policy sets out the terms between you and us in respect of the behaviour that is expected by the public in both their use of the service and their dealings with the staff.
4. Our staff* have a right to expect reasonable behaviour on the part of users and a responsibility to ensure that inappropriate behaviour is dealt with. In addressing any matters relating to the above, they will be supported by library management.
5. Behaviour which will be seen as contravening acceptable use will include, but not be strictly limited to, the following:
 - behaving in a disorderly manner in the building;
 - shouting at, or using obscene, threatening or abusive language towards either staff or other members of the public;
 - taking any actions that are likely to cause injury to the staff, other members of the public or County Council property;
 - intentionally or recklessly obstructing any member of the staff carrying out their duties;
 - intentionally disturbing, obstructing, interrupting, abusing or annoying any other member of the public who is properly using the service;
 - consuming alcohol on the premises and/or behaving in an intoxicating manner
 - subjecting a member of staff or another member of the public to unwanted and unsolicited personal attention in any form; including filming or photographing without permission
 - intentionally seeking to display, distribute, or leave any bill, placard, notice or other document in the library without the consent of an appropriate manager and in line with Display and Noticeboard Policy;
 - Seeking to display, distribute or share images or film of staff or customers to any online or physical resource without permission
 - seeking to enter the building / use library services if banned from doing so either by Oxfordshire County Council or a law enforcing body (e.g. the police);

- undertaking any activity that is in contravention of the law, this includes but is not strictly limited to taking and/or dealing controlled drugs as defined by Schedule 2 of the Misuse of Drugs Act

6. The above is enforceable through library byelaws with the following being the most relevant:

Byelaw no. 9 – no persons shall behave in a disorderly manner in the library, use violent, abusive or obscene language therein, or intentionally or recklessly cause or do anything likely to cause injury to any other person or property.

Byelaw no. 13 – no person shall intentionally or recklessly obstruct any library officer in the execution of his duty, or intentionally or recklessly disturb, obstruct, interrupt, abuse or annoy any other person properly using the library.

Byelaw no. 14 – no person shall, without the consent of a library officer, intentionally display, distribute, or leave any bill, placard, notice or other document in the library

Byelaw no. 18 – no person in any part of the library shall inhale any toxic substance for the purpose of causing intoxication, or take any controlled drugs as defined by Schedule 2 of the *Misuse of Drugs Act* other than drugs dispensed for and pursuant to prescription issued for him by a doctor under and in accordance with the aforesaid act

7. In the event of this policy being contravened local management will decide upon the appropriate action to be taken against the offender. This will generally be a verbal or written warning or a ban dependent upon the seriousness of the transgression.

*Throughout this document the word “staff” includes volunteers as well as people who are contractually employed by Oxfordshire County Council.

Last reviewed: June 2021