

MILTON KEYNES CITY COUNCIL LIBRARIES

Customer Code of Conduct

Welcome

Everyone is welcome in our libraries. We are committed to providing a safe, respectful, and inclusive environment for all our customers and staff.

Our Expectations

To help us achieve this, we ask all customers to:

- Treat staff, volunteers and other library users with respect at all times
- Use the library in a way that does not disturb or disrupt others
- Follow guidance from library staff when requested
- Take responsibility for children in your care at all times
- Respect the building, facilities and equipment

Library Guidelines

To ensure a positive environment for everyone:

- Children under 10 must be supervised by a responsible adult (16+)
- Please follow guidance on food and drink in designated areas only
- Keep personal belongings with you at all times
- Use quiet areas appropriately and minimise noise and mobile use
- Do not unplug equipment or interfere with library systems
- Assistance dogs are welcome; other animals are not permitted
- Electric scooters, bicycles, smoking, vaping, alcohol and drugs are not permitted within the library or outside the front of the library building

Unacceptable Behaviour - We have a zero tolerance approach to:

- Verbal abuse, threatening or aggressive behaviour
- Harassment, intimidation, or discrimination of any kind
- Damage to property or misuse of library facilities
- Behaviour that disrupts the safety or wellbeing of others

What Happens If Behaviour Is Not Acceptable

If these standards are not met, staff will take action. This may include:

- Speaking with you about your behaviour
- Asking you to leave the library
- Restricting access to library services
- Contacting the police where necessary

Thank you for helping us keep our libraries safe and welcoming for everyone.