Policy on Disruptive Behaviour within the Library

Within the Library: Front-line response

If an individual or group is found to be behaving in a disruptive way by, for example, creating an unacceptable level of noise or refusing to adhere to departmental rules, Library staff will take the following action:

1. Warn the individual or each individual that their behaviour is unacceptable and must immediately improve. Groups will be instructed to use a Group Study room if the issue is high noise levels. STAFF WILL NOT ENGAGE IN LONG CONVERSATION WITH USERS.

2. If inappropriate behaviour persists, each individual will be asked to produce their Student ID card. Staff may well call on Security first if they feel the situation may become difficult. The student/s should logoff, if necessary. Staff will take a student details and inform them that the incident will be reported to Library Management. Students will be instructed to leave the Library, escorted by Security if necessary.

   a. Staff will report the incident to one of the following in this order: the Library Manager, or the Head of the Library.
   b. Library Management will decide whether to disable accounts (both Library and Computing) or to take other appropriate action.

3. If the student/s are unable or unwilling to produce their Student ID cards, try to take names and ask them to leave the Library immediately. Again staff will call on Security if necessary.

   a. Staff will report the incident to one of the following in this order: the Library Manager, or the Head of the Library.
   b. Library Management will decide whether to disable accounts (both Library and Computing) or to take other appropriate action.

Please note that if any form of verbal abuse, threatening behaviour or harassment is encountered during the process:

- Security will be called
- students will be instructed to leave the Library immediately,
- accounts (both Library and Computing) will be disabled and the incident reported

Staff will NEVER intervene physically, unless there is NO alternative, they will CALL Security.In these cases the Academic School Head will be informed even if the original offence is "minor". Please refer to "Library Management Response: follow-up action (4)" below.

Reports from Security

1. Via internal mail: reports to be sent to the Library Manager. In person at the Help Desk: please follow steps 2.1 and 2.2 above.

Requests from Student Services / Finance

1. Requests to be sent to the Library Manager.
2. Instructions left for users at the Library Help Desk to refer student to Student Services or Finance.

Library Management Response: follow-up action

Where an incident is referred to Library Management and rights have been suspended (accounts disabled):

1. An appointment will be made to meet the individual/each individual separately. This will be scheduled for the earliest convenient moment and communicated to the student by letter and email. Information may also be obtained by students from the Library Help Desk.

2. Where an offence is relatively "minor" and the student at interview is responsive and understands the potential seriousness of the situation, then the academic school will NOT be informed and accounts will be unsuspended. However, details to be filed.

3. If the interview proves unhelpful or the student fails to attend the meeting, a written warning letter from the Head of the Library will be sent to the student and copied to the Academic School Head. User rights will be returned at a time agreed between the Library and the Academic School.

4. Where an offence is serious or it follows a written warning, the User's rights will remain withdrawn, and a report from the Head of the Library will be sent to the Academic School Head for action according to the University's Disciplinary Procedures.

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