

## **Code of Conduct for Library members/visitors**

Welcome to the British Council Library, where we offer access to extensive collections, well-maintained resources, and equipment. Our libraries aim to provide a safe and secure environment with suitable facilities for browsing, reading, and networking.

We have guideline and policies for British Council staff to ensure “consistent and fair treatment” for all, in line with our values. Just as we hold our staff to a standard of behaviour, we also expect our library members and visitors to adhere to our "Library Code of Conduct." Mutual respect is fundamental in our interactions with members and visitors, and we appreciate the same in return.

### **You are kindly requested to:**

- Adhere to our security policies and procedures.
- Respond to emergency and security gate alarms and other situations as instructed by staff.
- Adhere to our work timing and leave buildings at closing times.
- Limit the use of the library to authorised areas only.
- Supervise your children at all times.
- Ensure constant attention to your personal belongings.
- Respect the copyright laws.
- Use the reading facilities for engaging with library materials rather than personal printed materials.
- Make prior arrangement with library staff if you plan to stay in the library for more than 2 hours.

### **You are kindly requested not to:**

- Sit or sleep on the floor or use the library areas for prolonged sleeping or living quarters.
- Photograph or record video/audio of library members or staff without permission.
- Bring food or drinks into the library.
- Reserve seats by placing your belongings.
- Misuse, damage or deface library books, documents, furniture, IT equipment and building.
- Engage in behaviour that may pose a potential risk or harm to yourself or others.
- Exhibit any threatening or intimidating behaviours such as abusive language, staring, making threats of violence or any type of harassment.
- Engage in any sexual activities including, but not limited to, unwanted or inappropriate touching, unwanted or inappropriate advances, harassment or indecent exposure.
- Create disturbances with disruptive noise such as loud talking or audible electronic devices.

### **Non-compliance of the Customer Code of Conduct may lead to the following actions:**

- Verbal or written warning
- Suspension or cancellation of library membership
- Restriction/ Ban on entry to British Council premises and events

In serious cases, we may need to report the matter to local authorities for appropriate action.