

GWYNEDD LIBRARIES – USER EXCLUSION POLICY

Gwynedd Library Service has a responsibility towards the care and wellbeing of our staff and users. This means that every effort is made to ensure that libraries offer a safe, welcoming and pleasant space for everyone.

The purpose of this policy is to describe how users who break Library byelaws can be barred from accessing Library services. The length of the ban can vary according to the severity of the behaviour that led to the ban in the first place.

The aim of the policy is to: -

- Create a safe and enjoyable environment for all service users and staff
- Ensure the safety and welfare of staff by managing the risk of violence by users towards staff in the workplace
- Remove users who are violent, unruly, threatening or causing disorder or harassment
- Demonstrate sensitivity to users who have challenging behaviour that may arise from other circumstances e.g. some disabilities / learning difficulties, home and personal circumstances where the behaviour is not necessarily deliberate.

We will provide staff with appropriate support and training to deal with user behaviour.

We will behave in a consistent and fair way and will implement penalties and sanctions for inappropriate behaviour.

We will work with the Police and other relevant stakeholders to keep our staff and users safe.

The policy is based on the Gwynedd Council's Library Byelaws, and apply to all users of Gwynedd Library Service, if they are Library members or not.

This Policy should be implemented alongside the Personal Safety Procedure and Personal Safety Guidelines for Gwynedd Council staff, which provide appropriate guidelines for compliance with the objectives contained in the procedure, and to manage the risks associated with work-related violence.

Any member of staff can ask library user/users to leave the Library building immediately. In doing this, the member of staff should explain the reason for doing this and the possible penalty for breaking any Library byelaws or the terms relating to Internet Access.

If the exclusion is for a day only, the individual should be told that he or she can return to the Library the following day.

Staff should inform the Manager of Gwynedd Libraries of the names of those individuals who are asked to leave the Library and why they were asked to leave.

Staff should ask the Manager of Gwynedd Libraries to act in the case of extended exclusions which are longer than a day and the name of the individual and the reason for the ban should be submitted.

In cases where a person refuses to leave the library after a member of staff has asked him / her to do so, contacting the Police should be considered.

In cases of danger, or aggression, staff should call the 999 emergency number and ask for the Police.

A member of staff can immediately exclude individuals: -

- Where a user has behaved in an unruly, violent or intimidating way, either physically or verbally, towards a member of staff or another user and is likely to offend and disrupt other users of the Library and in the opinion of library staff, their presence in the Library creates an uncomfortable or dangerous situation.
- Where a user / users are part of a group that have acted in an unruly way and are likely to disturb other uses of the Library

Ban from using the Library's public computers

Anyone who misuses the public computers in contravention of the Access Policy and the terms of use will be banned from using public computers that are part of the North Wales LMS system (Gwynedd, Anglesey, Conwy, Denbigh, Flintshire and Wrexham). Any correspondence will be kept on file for 3 years from the date of the last ban.

View or download unsuitable material from the Web contrary to the terms of internet access usage	First case - verbal warning Second case - 1 month ban Third case - 3 month ban Fourth case - an indefinite ban.
View or download illegal material from the Web including indecent images of children/young people.	Indefinite ban The Police to be informed Form HS11 completed by staff
Misuse of Public Computers such as using someone else's card.	Verbal warning Second case - fortnight ban Third case - discretion of Gwynedd Libraries Manager
Serious misuse of Public Computers such as trying to download malicious software	Immediate ban for 3 months

	Second case - an indefinite ban. The user will have to apply for access to the public computers.
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Prohibition on using the Library's public computers - ban on Individuals with probation orders preventing Internet Access at the request of the Police or another recognized agency

We will prohibit anyone who has a test order preventing them from using the public computers at the request of the Police or other Recognized Institution for an indefinite period. This will mean prohibiting the use of public computers that are part of the North Wales LMS system (Gwynedd, Anglesey, Conwy, Denbighshire, Flintshire and Wrexham Authorities).

Individuals who are residents in Approved Premises must show an official letter from the Unit Manager allowing access to the Library's public computers. We will prohibit access unless such evidence is shown.

Any correspondence received from the Police or Approved Premises about individuals will be kept on file under lock and key for a period of 3 years.

Inability to show a letter from the Approved Building unit manager allowing access to public computers or a request from the Police to prevent access to the Library's public computers	Indefinite prohibition
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Ban from a Library Building and Services arising from threatening, violent, unruly behaviour towards staff or other users.

Any instance of violent or threatening behaviour or unacceptable behaviour including unwanted attention towards staff and users will mean exclusion from using the Library in question, including not setting foot onto Library premises. Any correspondence will be kept on file for 3 years from the date of the last ban.

We maintain the right to look at CCTV evidence, and using any evidence to support a decision to ban an individual or contacting the Police.

Unruly or noisy behaviour or use of indecent language / swearing (including being under the influence of alcohol or drugs) where circumstances are not extraordinary or do not arise from circumstances such as	Verbal warning and / or ban from the Library for the rest of the day and / or ban from using the public computers for the session in question. If the behaviour is repeated or becomes problematic: -
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<p>disabilities or learning difficulties, or other personal circumstances where extra sensitivity needs to be shown.</p>	<p>Second case - 1 month ban Third case - 3 month ban Fourth case - 6 month ban Fifth Case - Indefinite ban</p> <p>We have the right to notify the Local Police of individuals causing trouble.</p> <p>Form HS11 completed by staff</p>
<p>Bullying / Fighting between children and young people under 18</p>	<p>Ban from the Library for the rest of the day and / or ban from using the public computers for the session in question.</p> <p>Second case - 1 month ban</p> <p>Form HS11 completed by staff</p>
<p>Inappropriate engagement / contact with children and young people under the age of 18</p>	<p>Immediate ban from the Library for an indefinite period</p> <p>The Police to be informed</p> <p>Form HS11 completed by staff</p>
<p>Stealing, damaging the property or resources of the Library or other users' property in the library</p>	<p>Immediate ban from the Library for a period between 3 months and an indefinite period</p> <p>The Police to be informed</p> <p>Form HS11 completed by staff</p>
<p>Unacceptable behaviour towards library staff or users, including: Unwanted attention, threatening behaviour including physical or verbal assault, threatening with a weapon, dangerous behaviour that puts the individual or others at risk.</p>	<p>Depending on the nature of the incident, the response may include one or more of the following:-</p> <p>3 month ban Immediate ban from the Library for an indefinite period Form HS11 completed by staff The Police to be informed</p>
<p>Seeking access to Library premises during the exclusion period</p>	<p>Extension ban of between 3-6 months</p>

Indefinite Bans

Anyone who receives an indefinite ban will have to apply to Manager of Gwynedd Libraries to gain access the Library's services, stating their reasons.

Complaints

Any complaint should be addressed to: -

Gwynedd Libraries Manager, Gwynedd Libraries, Pavilion Allt, Caernarfon,
Gwynedd.LL55 1AS - 01286 679461 library@gwynedd.llyw.cymru

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