Maindee Unlimited - UK Charity No: 1160272

Llyfrgell Maindee Library - Acceptable Use Policy

Policy Statement

Maindee Unlimited is working to transform Llyfrgell Maindee Library into a sustainable community resource with a reputation as an attractive, safe, culturally vibrant and comfortable place to relax and work in.

Everyone is welcome to use and benefit from the library and its facilities. In return, we expect people using the library to be considerate to others and show care for the fabric of the building, books and equipment provided.

This policy is a guide to:

- help ensure that people working in or visiting the Library behave in socially acceptable, safe and considerate way that avoids creating any offence or emotional or physical harm to themselves or others.

- Actions that can be taken to prevent or manage <u>unacceptable</u> behaviour.

1. General behaviour

We expect people in the library:

- to respect the rights and freedoms of other people

- not to cause harm or damage to people or property

- to follow all reasonable instructions given by volunteers and staff

- not to make a mess or (in case of any mess) to clean up afterwards

2. Noise

We do not expect the library to be silent or quiet at all times - but we do expect people to be actively aware of the needs of other people using the library in terms of noise. The use of amplified sound is not allowed unless it is quiet (eg low-level setting on handsfree mobiles or laptop speakers), part of a programmed activity, or listened to on headphones that do not leak sound out.

Large meetings in the main room can be a distraction for other users and meeting organisers should be aware of noise levels and ask participants to speak more quietly if necessary. When quiet sessions are taking place in the small room, people immediately outside this room should moderate their conversation levels.

<u>Volunteers should set the tone for this by avoiding loud conversation and sensitively ask people to be a bit quieter if they are causing a distraction for others.</u>

3. Offensive Language

Nobody should use offensive language in the library. Everyone has a right to expect to hear civil, reasonable language only. The use of sexual swear words or highly aggressive language when children are present is never acceptable.

Language which expresses offensive or stereotyped ideas about race, ethnicity, sexuality, gender, religious belief, age, size or disability is never acceptable. Whatever the nature of the language, if it causes offence, then it is not appropriate.

Volunteers should set the tone for this by never swearing or using aggressive or offensive language themselves – and by sensitively telling others to moderate their language if it appears offensive. Explaining that the library needs to be a friendly and inclusive place for everyone may be an appropriate response.

4. Use of computers

Access to computers: We may one day have a booking system to control access to computers, but currently access is on a first come - first served basis.

At busy times, when there is a queue, people using computers should be asked if they can finish up to let the next person on. If people are sitting by computers, but not using them, they should be asked to move seat. Generally, the person who has been on the longest should be asked to finish off what they are doing and give way.

Internet use: Apart from internet history settings on PCs, we do not electronically monitor the use of computers. Our Internet Service Provider filters out web content such as: phishing & malware, dating, anonymisers, file sharing & hacking, drugs & criminal skills, weapons, violence, gore & hate, porn, suicide & self-harm and gaming.

Computers should never be used to access:
- Illegal content, eg sites that promote illegal activity or breach copyright.
- Software downloads or executable files (eg files with the ".exe" extension)
- Pornography or any other content used for sexual arousal.
- Sexually, culturally or racially offensive material.
- Downloads of very large files (eg films) that could slow down internet traffic.

If you consider a person's internet access is breaching this policy you should tell them you are concerned about their use. If you are sure they are breaching the policy you should tell them to stop and/or ask them to leave the library if necessary.
If you suspect a person is currently accessing illegal material or sexually grooming a child you should immediately call 999 for Police assistance. Do not turn off a computer that you suspect has been use for illegal activity as it may be subsequently needed as evidence.

5. Use of Printers
The cost of printing is displayed in the Library. If people want to print large amounts of material (eg more than 10 sheets) they should first check with volunteers before sending anything to the print queue.

6. Filming and Photography
We do not mind the use of cameras for recording still or moving images but we do expect everyone who wants to use their camera in the library to get permission. This would typically mean asking a library volunteer to check with everyone that that this is OK and then respecting peoples' stated wishes. Covert photography is never allowed.

Approved by:

Trustees

David Moses, Chairperson, on behalf of Maindee Unlimited Trustees
Next review May 2026