



WILLINGDON COMMUNITY HUB LIBRARY CODE OF CONDUCT Version 3 Jan 2026

1 Introduction

1.1 Willingdon Community Library Hub (WCHL) is committed to ensuring services provided meet high standards and promote the safety and welfare of all users and staff of the library facilities.

1.2 The WCHL is committed to providing a safe environment for all free from abuse, bullying, antisocial behaviour and discrimination.

1.3 The WCHL will actively promote the welfare of children, young people and vulnerable adults by responsibly developing awareness of issues which may cause harm and resolving them.

2 Code of Conduct for Volunteers.

Volunteer staff will:

2.1 Report for duty as arranged unless notice is given to the Secretary. If possible this should be in such a timely manner as to permit a replacement.

2.2 Volunteers must not work alone in the library. If only one person is available the library must close for the shift.

2.3 Treat all users of the library and other volunteers with respect.

2.4 Comply with the WCHL Equality Policy and be committed to preventing any form of discrimination on grounds of:

- Age
- Ability/ Disability
- Race
- Gender
- Status
- Sexual orientation

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- Religious belief
- Political opinion

2.5 Comply with all the WCHL policies including Health and Safety

2.6 Promote, safeguard and protect the welfare of:

- Children
- Young people
- Vulnerable adults

Consider their attitudes, demeanour and language in respect to users and other volunteers

- Act to prevent bullying of any group or individual
- Ensure communication is appropriate to the age and understanding.
- Record and/or challenge any allegations made by any user of the library or volunteer
- Record any instances of behaviour that breaks the code of conduct

Volunteer Staff will not:

- Use verbally abusive language including demeaning or sarcastic remarks to any user of the library or other volunteer
- Spend any time alone, away from others, with a child, young adult or vulnerable adult.
- Make sexually suggestive comments to or within the earshot of a child, young adult, vulnerable adult or any other user of the library or volunteer
- Engage in any actions that could be construed as sexual harassment
- Do anything for a child, young adult or vulnerable adult that they can do for themselves or that a parent/ guardian or carer, if present, can do for them.
- Allow or engage in inappropriate touching of any kind.
- Physically restrain a child, young adult or vulnerable adult unless the restraint is to:
 - Prevent physical injury to themselves or others
 - Prevent damage to WCHL property
 - Prevent or stop the commission of an offence.

3. Code of Conduct for users of the WCHL.

- Treat all users of the library and volunteers with respect
- Treat the environment, fabric and assets of the WCHL with respect
- Refrain from:
 - Antisocial behaviour
 - Making excessive noise

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- Smoking or drinking alcohol
- Harassing, intimidating or threatening other users of the library or volunteers
- Using verbal or physical aggression
- Inappropriate use of the computers such as:
- Accessing inappropriate web sites
- Gambling
- Failure to follow the WCHL IT policy
- Damaging any books or WCHL property.

4. Failure to follow the Code of Conduct

Volunteers

- If volunteers fail to follow the code of conduct the trustees may ask the volunteer to resign or may dismiss them
- Volunteers should be reminded of the WCHL Grievance policy.

Users of the library

- Remind the user that the library is covered with security cameras.
- In less serious cases the volunteers should ask the user of the library to refrain from actions that break the code of conduct
- In more serious cases the volunteers should ask the user of the library to leave the library
- In serious or repeat cases the committee and/or trustees will decide if banning of any individual(s) from the library would be appropriate.
- If users are to be banned and their identity and contact details are known a letter should be sent to them advising of the banning order.
- In severe cases it may be necessary to call the police to attend in which case other users should be asked to leave for their own safety and the library closed.
- to disciplinary action.