



## Disruptive behaviour in the library

**Issued by the Quality Transformation Unit**

**Approved by Senate: DATE**

Technical updates of this document take place on an annual basis to reflect changes to the University of Greater Manchester's organisational and management structure and to incorporate earlier, approved amendments to related policies, procedures and regulations.

Date: 01/05/2026  
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## Scope

This is a public policy intended for any staff, students, and external visitors using the library.

## Purpose

This document outlines the policy for managing disruptive behaviour within the library.

## Policy Overview

- The library is an environment for quiet, silent, or group academic study.
- Disruptive behaviour will not be tolerated.
- Appropriate action will be taken immediately to prevent disruptive behaviour.
- Sanctions will be enforced where appropriate.

## Policy details

The library is a space for academic study, and as such there is an expectation for appropriate behaviour in keeping with an academic study environment. If any individual or group is found to be behaving in a disruptive way staff will take appropriate action. Examples of disruptive behaviour include (but are not limited to):

- Unacceptable levels of noise.
- Disrespectful behaviour towards staff.
- Verbal abuse, threatening behaviour, or harassment to anyone within the library.
- Misuse or vandalism to library equipment or the building.
- Making or receiving phone calls within the quiet/silent study space.
- Undertaking Teams/Zoom meetings whilst in the quiet/silent study space.
- Smoking or vaping within the building.
- Using the library for non-academic purposes such as for socialising or sleeping.
- Refusal to adhere to library regulations.

If any individual or group is found to be behaving in a disruptive way, staff will manage the situation through a three-stage process:

- Stage 1 - The individual or group will be informed their behaviour is unacceptable and must immediately improve. Staff may suggest ways to mitigate the behaviour, such as asking noisy groups to find a suitable group study space.
- Stage 2 - If inappropriate behaviour persists, each individual will be asked to produce ID so the details can be logged. If any staff, student, or visitor refuses to provide ID, security will be called to escort that individual from the building.
- Stage 3 - If inappropriate behaviour continues to persist, the individual or the group will be asked to leave the library.

Depending on the severity and persistence of the behaviour a range of sanctions may be enforced including:

- An email will be sent to the individual asking them to explain the reason for their disruptive behaviour to the Library Manager.
- The individual may be invited in to meet the Library Manager to explain the reason for their disruptive behaviour in person.
- The individual may be reported to either their line manager (in the case of staff), their head of school (in the case of students), or an appropriate body (in the case of external visitors).
- The individual may have their library and computing accounts suspended if this is deemed necessary.

For serious offences, the individual may be subject to the University's Disciplinary Procedures.

<b>Summary – Disruptive behaviour in the library</b>	
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