

ual:

Library Services Policy for Minor Misconduct

For minor misconduct that does not fall under the University disciplinary code, Library Services will take the following steps:

Stage one. Inappropriate behaviour

- We will always try and address the behaviour with the user at the time. We will request cooperation and explain what we need to happen and why.
- We will call Security if the user refuses to show valid ID, or refuses to comply with the request.

Stage two. Being asked to leave

In cases of inappropriate behaviour, or where the incident is not resolved, the user may be asked to leave the Library Services space, or UAL premises. We will fill in a UAL Incident Report form and pass this to the Library Manager.

This process is in accordance with the [UAL Disciplinary Code for Students](#):

Any member of staff may with good cause require a student to leave a specific room or area should a situation develop, that cannot after reasonable endeavours, be otherwise resolved. However, members of staff do not have the authority to bar students from University facilities and resources beyond the immediate resolution of a difficult situation.

Following a requirement to leave, the matter can only be extended into a formal suspension of the student through the procedure detailed within this Disciplinary Code.

Stage three. Letter sent

The manager will gather all the evidence, then send a letter to the user regarding the incident.

Stage four. Escalating the incident

If the incident is serious, or repeated, we may alert course teams. The incident may then be referred to the Dean, Head of College as per the [Disciplinary Code for Students](#).

Document Owner – Customer Service Group

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