



Library Code of Conduct Policy

v 2.0

Issue date – February 2019

Last revised date – 2009

Next review date – February 2021

Associated documents and policies: Children and the Library Policy, Internet Policy

The Richmond-Upper Clarence Regional Library is committed to providing a welcoming and safe environment for research, study and learning. For your safety, and for the security of the Library's collections and buildings, a number of surveillance cameras have been placed in public areas at the Casino, Coraki and Evans Head branches.

This code outlines the conduct we expect from patrons, and conforms to the conditions contained in the Library Regulation 2010. The code also takes into account expected behaviour physically within the Library and the Library grounds, as well as via internet, as set out in the eSmart Libraries framework. Patrons who do not comply with the Library Regulation and the Code of Conduct may be asked to leave the Library or may be refused access to the building.

Your responsibilities as a patron

- Treat fellow library users and Library staff with respect and courtesy. This includes use of good manners, and use of G-rated language.
- Disruptive behaviour and excessive noise are not acceptable in the Library. Group discussions and mobile phone conversations may be conducted, but must be kept at an acceptable level that does not disturb other patrons.
- Headphones must be used when using any type of electronic device with sound inside the Library. The volume must be at a level that cannot be heard by other patrons or staff.
- Internet use must be in accordance with our Internet Policy.
- Meet acceptable levels of personal hygiene and dress, in the interests of your health and safety and the interests of other patrons using Library facilities.
- Take care of your own belongings and the people in your care, as well as Library collections, equipment and furniture. Damaging Library material is not acceptable. Personal items, including electronic devices, should not be left unattended and should not be placed in an area that may pose a risk of injury to anyone. The Library is not responsible for any loss or damage that may occur to personal belongings.
- Refrain from smoking on Library premises



- Children under the age of 12 must be in the company of an adult. Please see our Children and the Library Policy for more information.
- Follow staff directions at all times, including closing time and any evacuation procedures being followed.
- Inform Library staff promptly of any concerns or feedback you have regarding your visit to the Library, including negative or disruptive behaviour of other patrons in person or online, including cyberbullying.
- Food and drinks can be consumed in the library, but must be kept away from the public access computers and other electrical equipment.

Our responsibilities to you

You can expect that we will:

- Provide a prompt, courteous and efficient service to all
- Provide clear and accurate information regarding Library policies
- Provide access to resources and services beyond the library
- Encourage community use of the Library
- Respect your privacy
- Endeavour to make you feel welcome and at ease in a comfortable environment
- Provide collections that include resources that are current, appropriate and well maintained
- Provide professional staff to assist you in using the Library's resources and services