



Library Code of Conduct Policy

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Associated documents and policies: Children and the Library Policy, Internet Policy, Breach of Code of Conduct procedure

We would like to acknowledge the Bundjalung people, the Traditional Custodians of the land on which our Libraries were built. We would also like to pay our respects to Elders past and present, and to extend that respect to all Aboriginal and Torres Strait Islander peoples.

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

This code outlines the conduct we expect from both Library members and visitors, and the Library staff, physically within the Library branches and via the internet, and conforms to the conditions described within the *Library Regulation Act, 2010*, the eSmart Libraries framework, and our Library Internet Policy.

Library members and visitors who do not comply with the Code of Conduct Policy may be asked to leave the Library or may be refused access to the building as set out in the Breach of Code of Conduct procedure.

Your Responsibilities as a Library Member or Visitor

- Support equitable access of Library items by returning loans on time and notifying the appropriate branch if you need to cancel bookings for programs, function rooms, and computers.
- Treat fellow library users and Library staff with respect and courtesy. This includes showing regard for others' needs, sensitivities, safety, and rights, and the use of G-rated language.
- Communication should be respectful of those around you. Group discussions and mobile phone conversations may be conducted but must be conducted 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 and the volume must be at a level that cannot be heard by other patrons of staff.
- Internet use must be in accordance with our Internet Policy.



- Personal hygiene and dress should be appropriate to being in a shared community space with others.
- You are responsible for your own belongings and any other people in your care, as well as Library collections, equipment, and furniture. 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.
- No smoking, vaping, use of e-cigarettes, or the consumption of alcohol/illegal drugs is permitted on Library premises, including courtyards.
- For young people visiting the library, please see our Children and the Library Policy for more information.
- Always follow staff directions, 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 Library members or visitors, 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.
- Ensure that you do not breach the *Copyright Act 1968* when you copy or reproduce Library collection material and ensure you adhere to the licences associated with the Library's electronic collections.

Our Responsibilities to You

You can expect that the Library team will:

- Strive to collect, provide access to, and preserve a balanced, responsive, sustainably sized, diverse, and current collection of materials and services that can provide a culturally enriching and informative experience for the community.
- Endeavour to make you feel welcome and at ease in a comfortable environment.
- Support accessibility for all community members to use and engage with our collection, facilities and other resources.
- Provide professional staff to deliver a prompt, respectful, courteous, and diligent service to all, taking into consideration each person's needs, sensitivities, safety, and rights.

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- Provide clear and accurate information regarding Library policies, as well as adhering to any other Acts and Policies associated with the provision of Public Library services.
- Provide access to resources and services beyond the Library where applicable.
- Respect your privacy.