

Library Member and Visitor Code of Conduct

Welcome to Cumberland Council's Library Services. We aim to enable full access to our collections and services, and active participation in our programs by the whole community. Our Libraries are shared spaces where everyone is welcome.

This document outlines the behaviour that we expect from our members and visitors in all public spaces, both onsite and online.

The following Code of Conduct will apply to all members and visitors to Cumberland Council's Libraries.

- Members, visitors, volunteers and staff will be treated with courtesy and respect.
- Library materials and property will be treated with respect.
- Library facilities will be used safely and appropriately in the manner for which they were/are intended.
- Members and visitors will comply with all reasonable library staff instruction and direction.

This Code of Conduct will be consistently and uniformly enforced in a fair and equitable manner. Library staff will intervene to stop prohibited activities and behaviours, and can call local authorities. Failure to comply with the code may result in physical removal from the premises. Repeated violations may also result in restricted or terminated library privileges, including the use of library computers and other library equipment.

Behaviour

- Treat fellow members, visitors and library staff with respect and courtesy.
- Unsociable or disruptive behaviour, including harassing customers or staff, is not acceptable.
- Excessive noise is not acceptable.
- Members and visitors will avoid monopolising space or disturbing others.
- Members and visitors must leave the Library when requested by library staff or security personnel.

Conducting business and activities

- The library spaces and facilities cannot be used for any paid business activity, including paid tutoring.
- Large groups requiring use of space for activities must refer to library staff and book appropriate spaces in advance if available.

Food and Drink

- No food, drink or gum is to be consumed or placed near Public Access Computers.
- No hot food is permitted in the Library.
- All drinks must be in covered containers.
- Library staff have the right to ask for other food and drink not specifically mentioned here to be removed and consumed outside.

Library Items, Equipment or Furniture

- Members and visitors must ensure responsible use of library collections, equipment and furniture.
- Vandalising library items or equipment is not acceptable.
- Moving furniture is not acceptable and members and visitors must avoid obstructing walkways.
- Only authorised power source may be used and library equipment must not be unplugged.
- Members and visitors shall avoid monopolising tables, chairs and space with their belongings

when they are not present.

- Lying down or placing feet on tables and chairs is not permitted.

Mobile Phones, Entertainment devices and Photography equipment

- Members and visitors must ensure the use of mobile phones, electronic games and headphones does not disrupt others, including library staff.
- Photography and filming are not permitted in the library unless the relevant Director and Strategic Communications has granted prior written permission.

Personal Belongings

- Please keep your valuables with you at all times.
- The use of bicycles, scooters, rollerblades etc are not permitted within the Library.
- The Library will not accept responsibility for the loss or theft of personal belongings.
- Staff have the right to request bags and/or folders to be presented for inspection.
- Personal belongings cannot be used to reserve spaces, chairs or tables.

Supervision of Children

- Children under 12 years of age must be accompanied and in the immediate presence of an adult, guardian or responsible care giver.
- Parents/guardians and carers are responsible for managing their child/ren's behaviour while in the Library.

Work Health and Safety

- In the interests of health and safety, all members and visitors must meet acceptable levels of hygiene and dress.
- Smoking or vaping is not permitted within the Library or within three metres of a council building entrance.
- Use of any substance is prohibited in the Libraries.
- Members, visitors and staff will not be under the influence of, use or sell alcohol or any illegal substance while in the Library.
- Footwear must be worn at all times.
- Animals may not be brought into the Library with the exception of a service animal accompanying a person with a disability.

Other Council and Library usage guidelines and codes

- Members and visitors must comply with all other Council and Library documented guidelines examples including but not restricted to: Internet and Public PC usage, bookings, membership guidelines.

Any other conduct or behaviour that is deemed by library staff to be disruptive or otherwise detrimental to staff, members visitors, contractors, and assets/facilities that is not specified in this document will be addressed.

Public Signage is not a requirement to address any area of this Code of Conduct.

Those who breach the Library Member and Visitor Code of Conduct will be spoken to by staff, and referred to the Officer in Charge, and if required, security staff. Failure to adhere to this will result in the member or visitor being asked to immediately leave the Library for the remainder of the day or evening. If the member or visitor refuses to leave the Library, police may be called to assist staff.

Those who cause serious or repeated breaches of the Library Member and Visitor Code of Conduct will be excluded for a designated period of time as determined by the General Manager. In the case of a person under 18 years of age, a letter will be sent to their parents or guardians.