

PROHIBITED CONDUCT

Behaviour is unacceptable when it infringes on the rights of others, when it could cause injury to oneself or others or when it could result in loss or damage to library or library users' property.

EXAMPLES OF UNACCEPTABLE BEHAVIOUR INCLUDE:

- Abuse/vandalism/intentional damage and defacement of library facilities, materials or equipment
- Drug or alcohol intoxication or consumption
- Littering, loitering, smoking and spitting
- Noisy behaviour, including whistling, loud talking, arguing, disruptive use of mobile phones or audio equipment
- Obstruction of walkways, stairs or exits
- Offensive, obscene, abusive or threatening language
- Physical, sexual or verbal abuse or harassment of library users or staff; fighting
- Running, skating including use of skates, skateboards, inline skates and scooters
- Sexual activity of any kind; indecent exposure; voyeurism
- Any unlawful behaviour and any other behaviour that interferes with the safe or reasonable use of the library by other persons

THE FOLLOWING MAY NOT BE BROUGHT INTO THE LIBRARY:

- Animals except for service dogs
- Bicycles, scooters, skateboards or skates
- Shopping trolleys

PERMISSION IS REQUIRED FOR THE FOLLOWING:

- Asking Library users to take part in surveys or sign petitions
- Taking of photographs in the library
- Display of any pamphlet, brochure or poster material

This code of conduct has been established in accordance with the Library Act, 1939 and NSW Library Regulation 2005. The Library reserves the right to require anyone displaying any form of unacceptable behaviour to leave the library. Serious or repeated misconduct may lead to library use privileges being withdrawn or restricted. Serious misconduct may also be referred as a matter for the police. In the case of persons under 18 years of age, a letter of information/action may be sent to their parents, guardians or school.

Blacktown City Libraries

USING THE LIBRARIES:

Your Rights and Responsibilities

www.libraries.blacktown.nsw.gov.au

Email: council@blacktown.nsw.gov.au



JANUARY 2007

YOUR RIGHTS AND RESPONSIBILITIES

Library users and staff have the right to expect a clean, pleasant and safe library environment with its resources and facilities equally accessible to all. To help achieve this, we have developed this document to outline our Commitment to provide quality service to you and your responsibilities as a user of Blacktown City Libraries.

WHEN YOU VISIT US IN PERSON, ON THE PHONE OR OVER THE WEB:

- We will provide a welcoming, friendly and polite service.
- We will treat you with courtesy and respect and expect the same in return.
- We will not discriminate against anyone irrespective of gender, race, age, cultural beliefs, religion, sexual orientation or disability.
- We will deal with your enquiries professionally and politely.
- We will make sure we provide accurate and up-to-date information on all the services we provide.
- We will make sure our staff have the skills and support to do their jobs properly and considerately.
- Our staff will wear a name badge or provide a contact name.
- Our leaflets, policies and all other documents will be written in straightforward, easy to understand language.
- Our website is designed to serve you; if there is something you would like us to add, please tell us and we will do our best to deliver it.
- We respect your privacy and we will keep your information private in accordance with the relevant legislation.
- We have a comments, complaints and compliments system which allows your feedback to be investigated and responded to. We treat every comment, complaint or compliment as an opportunity to improve our service.
- We will continually monitor our services against recognised external service standards.

BLACKTOWN CITY LIBRARIES seek to ensure that our libraries provide an atmosphere conducive to appropriate use of its services and facilities.

WE EXPECT OUR LIBRARY USERS TO:

- **Be considerate and remember there are others using the library as well.**
- **Observe the “No Food and No Drink” rule of the library.** Only water in lidded bottles is allowed in the library.
- **Comply with directions from library staff, including evacuation or safety instructions.**
- **Follow established borrowing procedures before taking library materials outside the library.**
- **Use library furniture, equipment, and materials properly and for their intended function.** Seating is limited to the number of chairs provided at each location. Furniture may not be moved without permission of the library staff.
- **Attend to personal belongings.** The library is not responsible for, and accepts no liability for loss or damage of, personal belongings left in or on library property.
- **Supervise children adequately.** A parent or caregiver must accompany any child under age 10 whether for independent study or attending library activities and programs. Parents or guardians, whether present or not, are responsible for the safety and well-being of their children on library premises. Provisions of the Children and Young Persons (Care and Protection) Act 1998 are applicable in all situations concerning children in the library.
- **Leave the library promptly at the designated closing time.**
- **Cooperate with staff and present belongings for inspection upon request.**
- **Use study and meeting rooms appropriately and as scheduled.**
- **Stay out of non-public areas, such as offices, workrooms and behind service desks.**
- **Maintain acceptable personal hygiene.** If bodily odour/perfume is offensive enough to constitute a nuisance to other people and cause complaint, the customer will be requested to leave the library.