

# CUSTOMER CODE OF CONDUCT



City of Ryde Libraries is committed to providing a welcoming and safe environment. This code conforms to the conditions contained in the *NSW Library Regulation 2018*. (Available on request).

## The library is a shared space, and everyone is welcome

- Treat fellow customers, library staff and volunteers with respect showing regard and courtesy for their needs, sensitivities and rights. Anti-social behaviour, including harassment of customers or staff, using offensive language or displaying offensive imagery or signage is not acceptable.
- Always follow library staff instructions.
- Respect library collections, equipment and furniture. A person must not damage, deface or improperly interfere with any library material or equipment.
- A person must not wilfully misplace or hide any library material.
- People conducting religious or political activities within our libraries will be asked to leave and/or have a temporary access ban applied.
- Accessing sexually explicit or offensive material is an unacceptable use of computers and Internet in the library as per *Public Access Computers Conditions of Use*.
- Criminal offences will be referred to the NSW Police by library staff.
- Maintain a quiet environment in areas that are designated for quiet study.
- Consider others when using mobile phones or personal audio devices and keep noise to a minimum.
- Keep valuable items with you at all times. The library is not responsible for personal belongings.
- Parents are responsible for all aspects of their children's behaviour and use of library services. This also includes following the *Kids Code of Conduct (Kids in the Library)*
- Strollers and mobility devices are welcome. For everyone's safety other wheeled devices must be left outside.
- Only registered assistance animals can be brought into the Library. Proof of registration may be required.
- Meet acceptable levels of personal hygiene and dress, in the interests of your health and safety and the interests of other customers.
- Cold food and covered drinks are permitted in the library. No hot food is permitted.
- Respect others who may appear in your personal photos or filming by asking for their permission first. Commercial or larger projects, e.g. university or student assignments, requires Council permission. Speak to library staff.
- Leave the library when requested at closing time and during emergency procedures.
- Inform library staff promptly of any concerns you have relating to the conduct of other customers.

**Visitors who do not comply with the NSW Library Regulation 2018 and the Code of Conduct may be asked to leave the library or may be refused access to the building and/or membership restrictions applied.**

**For your safety, a number of surveillance cameras have been placed in public areas.**

Access your library online at [www.ryde.nsw.gov.au/library](http://www.ryde.nsw.gov.au/library).

For more information call 9952 8352 or email [rydelibrary@ryde.nsw.gov.au](mailto:rydelibrary@ryde.nsw.gov.au)