



Hawkesbury Library Service Patron Code of Conduct

The Hawkesbury Library Service is committed to providing a welcoming and safe environment for research, study and learning. For your safety, a number of surveillance cameras have been placed in public areas. This Code outlines the conduct we expect from patrons. It is based on [Library Regulation 2010](#) made under the *Library Act 1939* (NSW).

Your responsibilities

Treat other patrons and Library staff with courtesy and respect showing regard for their needs, sensitivities and rights. Disruptive or unsociable behaviour, including harassing patrons or staff, is not acceptable.

Be honest and accurate in information sought from and supplied to Library staff.

Do not leave children unattended or unsupervised while they are on Library premises.

Leave the Library when requested at closing time and during emergency procedures.

Inform Library staff immediately if you become aware of any risk or potential risk to people or property.

Comply with any reasonable staff request (or signage) made in the interests of safety, security or the effective functioning of the library.

Belongings

Library staff may ask to inspect large bags or property as you leave the Library.

Do not leave your belongings unattended. The Library is not responsible for any loss or damage that may occur to your belongings. Report theft of personal property to the Police as well as Library staff.

Do not place your bag, power cords or other items where they may put patrons or staff at risk of injury.

Do not enter the Library building with, and/or using wheeled devices such as bicycles or scooters, skateboards, roller-skates. Bicycles and scooters must be left in designated areas outside of the facilities. These restrictions do not apply to assistive devices or baby strollers.

Do not bring pets or animals, other than assistance animals necessary for disabilities, into the Library.

Do not use Library lockers for overnight or long term storage (lockers will be periodically checked and emptied at the end of the day).

Food and drinks, smoking

Food and drinks, including bottled water, are not permitted whilst using the Library's IT resources or the Local Studies area.

No smoking on Library premises, including within 10 metres of Library buildings.

Dress

Meet acceptable levels of dress and personal cleanliness, in the interests of other patrons using the Library. Footwear must be worn.



Quiet environment

Maintain a quiet environment for study. Disruptive behaviour and excessive noise are not acceptable.

Do not use your mobile phone or other communication devices in a manner that disturbs others.

Headphones are to be used when listening to music or other forms of multimedia. The volume must be at a level that cannot be heard by other patrons or staff.

Equipment and Library material

Do not damage equipment, facilities or furniture. This includes disconnecting Library equipment.

Damaging Library material in any way, such as marking, cutting, or tampering with security tags, is not permitted.

Internet usage

You are not permitted to access, download or print pornographic or material that any reasonable person may consider offensive. You must comply with the *Classification (Publications, Films and Computer Games) Enforcement Act 1995 (NSW)*.

Comply with the *Public Computer and Internet Access and Use OMS* for conditions of use.

Photography and filming

Permission from Library staff is required before taking photographs or filming in the Library. Images of people cannot be included in your photographs or films, without their permission.

Use of Library spaces and study rooms

The Library, including study rooms, is not to be used for commercial activities such as tutoring (Community Rooms within the Deerubbin Centre are available for hire by people, organisations or businesses requiring a venue from which to conduct commercial enterprises).

Do not distribute literature, gather signatures, solicit contributions or conduct surveys inside the Library or at pedestrian entrances to the Library building, without Library authorisation.

Additional note

Patrons who do not comply with *Library Regulation 2010, Hawkesbury Library Service – Rules of Use*, and the *Library Patron Code of Conduct* may be asked to leave the Library or may be refused access to the building.

The Library has an obligation to report unlawful activity to the Police. Patrons who conduct themselves unlawfully will be excluded from the Library.

Feedback

Comments on this Code of Conduct are welcome. Please complete a Feedback form, available at the Information Desk.

ADOPTED by MANEX: 21 July 2014