

# Hornsby Shire Library and Information Service

# Code of Conduct

Hornsby Shire Libraries are committed to encouraging community use by providing a safe and welcoming environment which allows fair and equitable access to services, resources and programs. Library staff will abide by the customer service commitment of Hornsby Shire Council and provide support and guidance to customers when using library services and resources.

This code outlines the conduct expected of library customers in accordance with the Library Regulation 2010. The NSW Library Act and Regulations are available at [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au). Based on the nature and severity of the breach, customers who do not comply with the code may be denied access to the library or library services, risk being banned for a defined period and may be referred to the NSW Police.

## Access

Customers are able to access public areas of the Library but should not enter staff areas such as offices, workrooms and behind service desks.

## Alcohol and Drugs

Customers shall not be under the influence of, use or sell alcohol or any illegal substance while in the library.

## Animals

Assistance animals are welcomed. All other pets should be left at home.

## Appearance

If the personal hygiene, condition or dress of a library customer is likely to give offence they may be asked to leave.

## Behaviour

Unsociable behaviour, including harassing or threatening customers or staff is unacceptable. Such behaviour includes, but is not limited to, aggression, abuse or intimidation. Customers will treat staff and other library users with respect and courtesy. Customers shall not interfere with a library employee's performance of his/her duties. Disruptive behaviour of any kind that creates an unpleasant or unhealthy environment, including excessive noise is not acceptable. Customers shall avoid activities which lessen the comfort and positive experience of others. Running inside the library and the use of skateboards, blades, skates and scooters are not appropriate. Distributing literature, soliciting or selling by members of the public is not acceptable. Library staff will refer unlawful behaviour such as theft, vandalism, assault, carrying a weapon and other criminal offences to the NSW Police.

## Damage and inappropriate use of library items, equipment, furniture and facilities

Any behaviour which damages or misuses library equipment, furniture and facilities including tampering with security tags, cutting, tearing or defacing library items will attract charges and may result in a period of exclusion from the library or library services. Hiding or deliberately misplacing library resources or equipment is not acceptable. Library staff will refer any unlawful behaviour to the NSW Police.

## Food

Consumption of food and drink will be allowed in the library provided it does not interfere with the comfort of others or cause damage. Food and drink should be kept away from computers and other electrical equipment.

## Internet use

Guidelines and conditions for use are detailed in the "Internet Service" brochure available in technology areas or from staff.

## Library membership

All library customers must agree to abide by the determinations and procedures of the library. Customers must have a valid library card to borrow on their person and are responsible for all items borrowed on that card. Library items must be returned or renewed by the due date or overdue charges will apply. Library items must not be removed from the library without being borrowed. Customers are responsible for any loss or damage incurred to library items.

## Personal items

Customers are responsible for their personal property at all times, and should never leave personal belongings unattended. The Library is not liable for loss or damage to personal property. Library staff have the right to request to inspect equipment, folders, bags or property as customers enter or leave the library.

## Photography/filming

Written permission must be granted by Strategy and Communications staff prior to photography and filming taking place in the library.

## Smoking

All libraries are smoke free zones. The Smoke-free Environment Act 2000 bans smoking within 4 metres of an access point to a public building.

## Supervision of children

Staff cannot supervise unattended children in the library. Children under 10 years should be accompanied by an adult at all times. Children left unattended maybe referred to the NSW Police. Parents are responsible for the suitability of the information their children access through the library. Parents are responsible for the behaviour of their children in the library.

## Vacating the library

Customers must leave the library when requested at closing time and during emergency situations or as directed by library staff. The determination to ask a person to leave the library will be based on judgement as to the nature and severity of the breach of this Code. The primary purpose of directing a person to leave the Library is to ensure the safety and security of Library customers, staff and volunteers, collections and facilities.

For more information  
about your local library visit

[hornsby.nsw.gov.au/library](http://hornsby.nsw.gov.au/library)

