



## CUSTOMER CODE OF CONDUCT

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

- Treat fellow customers and library staff with respect and courtesy. Anti-social behaviour, including harassment of customers or staff, is not acceptable
- 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 your personal belongings
- People promoting religious or political views within our libraries will be asked to leave
- Accessing sexually explicit or offensive material is an unacceptable use of computers and Internet in the library
- Criminal offences will be referred to the NSW Police by library staff.
- Respect library collections, equipment and furniture
- Cold food and covered drinks are permitted in the library
- Ensure library material is not hidden or deliberately misplaced
- Parents are responsible for all aspects of the children's use of library services
- Strollers and mobility devices are welcome. For everyone's safety other wheeled devices should be left outside
- Inform library staff promptly of any concerns you have relating to the behaviour of other customers
- Meet acceptable levels of personal hygiene and dress, in the interests of your health and safety and the interests of other customers
- Leave the library when requested at closing time and during emergency procedures
- Assistance and therapy animals are welcome. All other pets should be left at home
- Respect others who may appear in your photos or filming by asking for their permission first. Commercial or larger projects, e.g. for student assignments, require permission

Visitors who do not comply with the Library Regulation and the Code of Conduct may be asked to leave the library or may be refused access to the building.

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)