

Reader and Visitor Code of Conduct



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Branch contact: Coordinator, Information & Access

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Policy Statement

This document outlines the behaviour that the Library expects from its readers and visitors in all public spaces, both onsite and online. It is related to the Library's policy on the *Use of the State Library under Library Regulation 2018, Part 3*, which outlines the use of libraries and library material and allows for the exclusion of those who breach the *Regulation* throughout the Library's premises.

The Library aims to enable full and active participation in and access to its collections, services, programs and workspaces by the whole community including people with disability, people who are culturally and linguistically diverse and people with children in prams. Exemptions to restrictions outlined in this policy will be given to individuals who present medical certification of any special circumstances.

Target audience

Readers and visitors to the State Library both onsite and online as well as Library staff.

Operational requirements

The Library is committed to providing a welcoming and safe environment. For the safety of readers and visitors and for the security of the Library's collections and buildings, surveillance cameras have been placed in public areas.

This code outlines the conduct we expect from readers and visitors, both onsite and when interacting with the Library online. It is based on [Library Regulation 2018](#) made under the [Library Act 1939](#) (NSW).

Your responsibilities

- Treat other readers, visitors and Library staff with courtesy and respect showing regard for their needs, sensitivities and rights. Unsociable behaviour, including harassing other readers, visitors or staff, or using offensive language is not acceptable.
- Leave the Library when requested at closing time and during emergency procedures, or if directed to do so.
- Inform Library staff immediately if you become aware of any risk or potential risk to people or property.
- When copying Library materials and sharing material online, you are responsible for observing the provisions of the [Copyright Act 1968](#) with respect to materials in copyright.

Bags and belongings

The following bag restrictions apply:

- Governor Marie Bashir Reading Room – Bags larger than 30cm x 35cm x 30cm at their full size are not permitted. Readers may apply for an exemption for laptop bags.
 - Mitchell Library Reading Room – Bags are permitted with no size restriction.
 - Special Collections Area (in the Mitchell Library Reading Room) – No bags permitted.
 - All other areas – Bags are permitted with no size restriction.
- Library staff have the right to inspect your equipment, folders, bags or property as you enter or leave the reading rooms.
 - Belongings are not to be left unattended. Any items left unattended will be removed by Security staff.
 - The Library is not responsible for any loss or damage that may occur to personal belongings.
 - Bags or belongings must not be placed where they may put readers, visitors or staff at risk of injury.
 - Lockers are available for hire for the storage of bags and belongings.
 - Personal devices used in the Library are to be appropriately maintained and safe to use.
 - Power cables must not be placed where they may put readers or staff at risk of injury. Eg. across areas where people may walk.

Food and drinks

- To protect the collection, food and drink is not permitted in areas with Library material. This includes the Exhibition Galleries and Lower Ground 2 of the Governor Marie Bashir Reading Room.
- Food and drink is not permitted in the Special Collections Area of the Mitchell Library Reading Room.
- Bottled water is permitted in the Mitchell Library Reading Room and covered drinks are permissible in other areas where signage indicates.

Smoking

- Smoking, including the use of vaporizers, is not permitted on Library premises.

Dress

- In the interest of other readers using the Library acceptable levels of dress and personal cleanliness must be met.
- Footwear must be worn.

Quiet environment

- A quiet environment for study must be maintained in the reading rooms.
- Disruptive behaviour and excessive noise are not acceptable in any public space in the Library.
- Switch your mobile phone to silent when in the reading rooms. Talking on your mobile phone is not permitted in these areas.
- Headphones are to be used when listening to music or other multimedia. The volume must be at a level that cannot be heard by other readers or staff.
- Group discussions and mobile phone conversations may be conducted in the study rooms, but must be kept at an acceptable level that does not disturb other readers.

Library equipment and material

- Damaging or misuse of Library equipment, facilities or furniture is not acceptable. This includes disconnecting Library equipment or using it for any purpose other than its intended use.
- Damaging Library material in any way, such as marking, cutting, attaching adhesive notes and tampering with security tags, is not permitted. Special Collections material must be handled according to Library [guidelines](#) [PDF 101KB].
- Hiding or removing Library material from the reading rooms is not permitted.
- Library equipment is for the use of Library material only. Requests to use Library equipment for personal items including microform and CD ROMs will be considered on a case by case basis.

Internet usage

- Internet usage must be in accordance with our [Internet Usage Policy](#) which details conditions of use.
- Readers and visitors are not permitted to access, download or print pornographic or offensive material and must comply with the [Classification \(Publications, Films and Computer Games\) Enforcement Act 1995 \(NSW\)](#).

Library website and social media accounts

- Participation in the interactive sections of the Library's website must be in accordance with the [Website Terms of Use](#).
- When interacting with the Library on social media sites members of the public may be agreeing to terms and conditions of third parties that govern their access to and use of those platforms. It is the individual's responsibility to ensure that they comply with any third party terms and conditions.
- If the Library becomes aware that a member of the public is breaching the terms and conditions of a third party provider, the Library reserves the right to take action as appropriate, including (i) removing offending content from the Library's account, where possible, and (ii) reporting the individual to the relevant authority, including the third party provider.
- The Library is not responsible for, nor endorses, any content that a member of the public contributes to either the Library's website or any third party website. More information is available on the Library [website disclaimer](#).
- Removal of any content from the Library's social media accounts and website, as well as the decision to exit from a social media account, is at all times within the discretion of the Library.

Unattended Children

- The Library offers a range of services that support the information, literacy, education and recreational needs of young people. However the Library does not provide care facilities as part of this service.
- Children under 12 must not be left unsupervised in the Library. Unsupervised children can be at risk in any public place including libraries. Library staff do not supervise children and there is a risk that unattended children may leave the Library at any time, hurt themselves or be approached by strangers.

Photography and filming

- Permission from Library staff is required before taking professional photographs or filming in the reading rooms and exhibition areas. Flash photography is not permitted.
- Identifiable images of people should be avoided in photographs or films, without their permission.

Readers and visitors who do not comply with *Library Regulation 2018* and the Reader and Visitor Code of Conduct may be directed to leave the Library and/or be excluded from interacting on the Library's website. Serious breaches of the *Regulation* may result in an exclusion from library premises for a period of time and/or termination of website user account.

Responsibilities

Executive Committee members are responsible for leading the implementation of this policy including its conformity to legislative and other compliance requirements, communicating this policy to managers and supervisors and other relevant activities regarding specific policy implementation.

Managers and supervisors are responsible for managing processes relevant to this policy and communicating this policy to staff.

Staff are responsible for understanding and complying with this policy.

Records and privacy management

Formal records are made of security incidents or a reader or visitor's refusal to cooperate with staff enforcing the *Reader and Visitor Code of Conduct* and *Library Regulation 2018*.

The Library will maintain records of incident and investigation reports in accordance with the requirements of the *State Records Act 1998* and the *Privacy and Personal Information Protection Act 1998* and the Library's Privacy Management Plan.

Incident and investigation reports and related information are treated as confidential and limited to authorised staff. The Library may disclose personal information in instances where another Act or law authorises us to do so.

Further information about privacy can be obtained from the Library website at <http://www.sl.nsw.gov.au/privacy>

Related Key Legislation and Policy

Most relevant legislation

- *Copyright Act 1968 (Cth)*
- *Library Act 1939*
- *Privacy and Personal Information Protection Act 1998*
- *State Records Act 1998*
- *Work Health & Safety Act 2011*

References

- Use of the State Library Under *Library Regulation 2018, Part 3*

- Internet Usage Policy
- Website Registered Users Terms of Use
- Privacy Management Plan
- Security Systems Surveillance Policy
- Smoke Free Workplace Policy

Document history and version control

Version	Date approved	Approved by	Brief description
1.0	April 2012	Executive	First release
2.0	23 March 2015	Executive	Second release
3.0	19 January 2016	Executive	Third release
3.1	24 July 2018		Amendment following change to bag restrictions
4.0	4 June 2019	Executive	Fourth Release