

Together we can help make our libraries exceptional by following the *Code of Behaviour for using the Ashfield Library Services*.

Library Values

The values established by the Ashfield Library Service allows us to provide:

- **Mutual Respect and equality** for library staff and patrons.
- **Respect** for furniture and IT equipment.
- **Professionalism** whilst dealing with staff and library patrons.
- **Safe, clean and healthy environment** where everyone is welcome.
- **Honesty, accountability and integrity** in what we do and how we do it.
- **High quality customer service** which aims to ensure library patrons are shown empathy, feel welcome and appreciated.

Using Library Resources

The library provides many resources for the community to share. Library patrons are required to take care of all the collections, equipment and furniture resources they use.

Patrons should:

- treat library resources with respect.
- remember that these resources are shared by all members of the community.
- report damaged resources to library staff.

You must not:

- cut out pages.
- mark or highlight material.
- hide or deliberately misplace library resources.
- deface or damage furniture.
- move or unplug equipment.

Hours and Locations

Ashfield Library

Opening hours

Monday to Friday	9am – 7pm
Saturday	9am – 4pm
Sunday	12 noon – 4pm

Location

Level 3 Civic Centre Tel: (02) 9716 1810
260 Liverpool Road Fax: (02) 9716 1833
Ashfield NSW 2131

Email: library@ashfield.nsw.gov.au

Haberfield Library


Opening hours

Monday to Friday	9am – 5.30pm
Saturday	9am – 12 noon
Sunday	CLOSED

Location

78 Dalhousie Street, Haberfield NSW 2045
Tel: (02) 9716 1000 Fax: (02) 9716 1020

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 Search "Inner West Council Library"

 twitter.com/IWCLibraries



Ashfield and Haberfield branch library services are proudly provided by Inner West Council.

www.innerwest.nsw.gov.au/library



A PLACE FOR ALL OF US

Together we can create an exceptional place for us all to enjoy the library services

A Code of Behaviour for library patrons using the Ashfield Library Services



What are your responsibilities?

- To behave in a way that respects other patrons' rights to a safe and welcoming environment.
- To be considerate, polite and respectful of library staff and patrons.
- To treat the library facilities and property with care.

What is unacceptable behaviour?

Unacceptable behaviour includes:

- Using drugs or being affected by drugs and alcohol in the library.
- Verbally or physically abusing, assaulting, intimidating or harassing library staff and patrons.
- Smoking in the library.
- Exceeding reasonable levels of noise.
- Talking on your mobile phone, personal device or computer without being considerate of others.
- Lying across chairs and obstructing access to resources through walkways.

Theft, vandalism, carrying a weapon and other criminal offences will be referred to the NSW Police by library staff.

What is the Dress Code in our library?

Library patrons are required to dress in a manner that is appropriate and not likely to cause reasonable offence.

Library patrons must:

- Wear footwear and shirts at all times.
- Embrace and respect culturally diverse types of clothing.
- Conduct themselves in a hygienic manner.

Is Food Consumption allowed in the library?

Consumption of snack food and drink is allowed so long as it does not interfere with the comfort of others or cause damage.

Library patrons must keep food and drink away from computers and consume hot food outside the library. Rubbish should be placed in the bins provided and food or drink spillages should be cleaned immediately.

What else is not allowed in the library?

You can't:

- Bring animals into the library (Guide Dogs permitted).
- Bring bikes and scooters into the library, however strollers and mobility scooters are welcome.
- Distribute offensive or inappropriate literature in the library
- Undertake soliciting or selling in the library.
- Use roller blades or skateboards in the library.
- Bring shopping trolleys into the library.

What can library staff do?

In accordance with clause 17 of the NSW Library Regulation 2010 (in force under the Library Act 1939) library staff have the ability to:

- Direct any person to leave the library
- Exclude any person from the library for up to one year

(The NSW Library Act 1939 (Revised 2010) and Regulations (2010) are available at www.legislation.nsw.gov.au or from library staff. All criminal matters will be referred to the NSW police.)

What are acceptable noise levels in the library?

- Noise levels should be maintained to a reasonable level.
- Library patrons are to be advised that during library events noise levels may exceed the normal level.
- In areas designated for quiet study please maintain a quiet environment.

What is your responsibility when bringing children to the library?

It is the responsibility of parents, carers or guardians to monitor their child's safety and ensure their behaviour falls under acceptable behaviour. Children under the age of 12 must be supervised by their parent or guardian at all times.

The role of library staff is not to supervise children in the library. There is a risk that unattended children may leave the library at any time, hurt themselves, or be approached by strangers. Libraries are busy public places, open to all, and staff cannot judge which members of the public present a possible danger to children.

If children under 12 years of age are found left alone without adult supervision, library staff will attempt to contact their parent or care provider. If they cannot be reached, library staff will contact the NSW Police to ensure child safety.

How can we help you?

If you consider another person's conduct to be inappropriate, offensive or threatening please seek help from a library staff member.

If you have any questions regarding the *Code of Behaviour for using the Ashfield Library Services* or other matters please do not hesitate to ask a library staff member.

