

1 OVERVIEW = TE TIROHAKA WHĀNUI

- Queenstown Lakes District Libraries Code of Conduct provides guidelines for the rights and responsibilities of patrons and library staff when using library spaces, equipment and materials, or attending events and programmes at QLDC Libraries.

2 PURPOSE = AROKA

- The purpose of this Code of Conduct is to provide guidelines for patrons and library users on behaviour and use of library spaces, materials, and equipment and attending events and programmes at QLDC Libraries.
- The Code of Conduct acts as a supportive point of reference for library staff.

3 SCOPE = KORAHĪ

- The Code of Conduct applies to all Queenstown Lakes District Libraries

4 CODE OF CONDUCT = HE TIKAKA WHANOKA

Welcome to Queenstown Lakes District Libraries.

Your rights

You have a right to:

- Service that is courteous and helpful
- Be treated with respect
- A safe and welcoming environment

Your responsibilities

When visiting the library:

- Respect the rights of others
- Treat library staff with courtesy
- Treat other library users with courtesy
- Treat library buildings, equipment and materials with care

Our responsibilities

- Our libraries are here for the use and enjoyment of everyone and our responsibility is to ensure all visitors have a pleasant experience at the library.
- If you choose not to follow the code of conduct we may ask you to leave.
- Repeated poor behaviour could result in a user being Trespassed.
- If Library staff encounter any behaviour that is criminal, the police will be called.

Thank you for your consideration of others.

5 FEEDBACK = WHAKAHOKI KŌRERO

For questions or feedback related to this policy, please contact QLDC Libraries at libraries@qldc.govt.nz, or by phone:

Frankton Library 03 441 3680 | Queenstown Library 03 442 0600 | Wānaka Library 03 443 0410