

OVERVIEW

Queenstown Lakes District Libraries Code of Conduct policy provides guidelines for the rights and responsibilities of patrons and library staff when using library spaces, equipment and materials.

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2 INTRODUCTION

2.1 PURPOSE

The purpose of this document is to describe Queenstown Lakes District Libraries' Code of Conduct policy, the objective of the policy, and the means and form of publication.

2.2 SCOPE

This policy applies to all Queenstown Lakes District Libraries.

3 POLICY

3.1 PUBLICATION

The following code of conduct guidelines will be published and posted in public spaces of QLDC Libraries as a standalone notice.

3.2 CODE OF CONDUCT

Council's libraries are a community asset available to everyone. Staff want to create vibrant, inclusive, and diverse spaces where everyone is welcome in order to learn, explore, and connect.

This Code of Conduct outlines the expectations of its users to maintain a safe, respectful, and supportive environment so that people feel welcome, and to help people learn and flourish.

Our commitment to you

- The libraries will be a place of information which will be available to everyone.
- They will be inclusive, with welcoming spaces to assist and support people who want to learn.
- Service will be courteous, helpful, and respectful.
- We foster a safe environment by complying with [QLDC's Health and Safety policies](#).
- We value feedback from our library community and are committed to continuous improvement of our services.
- We value free access to information, supporting literacy, lifelong learning, and the exchange of ideas for the enrichment of the community.
- Our collections are thoughtfully curated to reflect a range of perspectives and interests, and these resources are accessible and available to everyone.

In return, we ask that you

- Treat library staff and fellow library users with respect and courtesy always.
- Care for library buildings, equipment, and materials responsibly, and don't deliberately damage property.
- Do not use drugs, alcohol, tobacco, or vaping products in the library.
- Seek approval before taking photographs or recording video on library premises and be mindful of the privacy of others using the library always.
- Behave in a civil manner at all times. Bullying, harassment, abuse and all other inappropriate conduct will not be tolerated in the library.
- Follow reasonable instructions provided by library staff always.
- Do not consume food or beverages in the library. There may be an exception for water in sealed bottles or keep-cups, however, the use of these must not cause damage or destruction of the library's property.*
- Please consider others and take your phone calls outside.
- Keep an eye on personal property and do not leave it unattended.
- Comply with all [QLDC Health and Safety requirements](#) always.

Failure to meet these standards may result in library users being asked to leave the premises, and/or suspension from all library services, or even being trespassed from the library on a more permanent basis. If the behaviour is criminal, the Police may be asked to attend.

*Exceptions to the food and drink guideline may be made at the library's discretion for designated library events or programs.

3.3 CONTACT

For questions or feedback related to this policy, please contact QLDC Libraries at libraries@qldc.govt.nz, 03 441 0600, or Queenstown Lakes District Libraries, 10 Gorge Rd, Queenstown 9300, New Zealand.