

Customer Code of Conduct Policy

Central Hawke's Bay District Libraries

Adopted: 25/11/2024

Review: 25/11/2026



... was opened with the support of the community and the generosity of the late Miss Margaret MacGregor. The services are proudly delivered by Central Hawke's Bay District Council.

Purpose:

CHB District Libraries (the Library) strive to provide exceptional experiences for all customers in a safe and welcoming environment. We encourage both customers and staff to work together to maintain a positive atmosphere at all times.

The following guidelines outline acceptable and unacceptable behaviours and activities at our facilities, Waipawa Library and Te Huinga Wai – the Knowledge and Learning Hub.

CHB District Libraries staff will apply the below fairly and consistently.

Conduct:

Acceptable conduct at CHB District Libraries includes:

- Polite interaction with other customers and CHB District Libraries staff.
- Engaging in activities suitable for the spaces/rooms at both facilities (such as reading, crafting, doing puzzles, making in the Makerspace, connecting with others, etc).
- Keeping noise levels appropriate and behaving responsibly.
- Using headphones when using a device which requires sound (this includes mobile phones)
- Maintaining a clean environment.
- Consuming suitable food and drink for a shared environment in designated areas.
- Drinking at computers or in the Makerspace using a spill-proof container.

Unacceptable conduct includes, but is not limited to:

- All illegal activities.
- Any individual or group activities that are unreasonably disruptive or disturbing to staff or customers.
- Using a device that requires sound without headphones or a mobile phone on speakerphone within the facility. This includes using noise levels that disturbs others within the facility.
- Exhibiting behaviour that is not suitable for the spaces/rooms in both facilities (such as reading, crafting, doing puzzles, making in the Makerspace, connecting with others).
- Taking photographs of customers without their permission.
- Damaging, defacing, destroying, or stealing CHB District Libraries property.
- Carrying, consuming, and/or being under the influence of illegal drugs.
- Carrying, consuming, and/or being under the influence of alcohol unless attending an approved function that is licensed for alcohol.
- Smoking or using electronic smoking devices.
- Bringing animals, other than service or support animals, into both facilities.
- Using profane, obscene, or abusive language or behaviour.
- Leaving children under the age of 9 unattended.
- Consuming food at the computers or in the Makerspace.
- Consuming food with a strong odour.
- Drinking from spillable vessels at the computers or in the Makerspace.
- The resources of CHB District Libraries are owned by the Central Hawke's Bay District Council on behalf of the ratepayers of Central Hawke's Bay. The Community and Library Services Manager is responsible for ensuring that these assets are maintained and available for the public good. Damage to library materials or to any other library property is therefore treated seriously and will result in penalties to fairly compensate the Library for damage or loss.

Children in the Library:

CHB District Libraries staff are committed to creating a welcoming environment that encourages children to visit either facility, use resources, and attend programmes. We are available to assist and support children in using services at both facilities; however, CHB District Libraries staff are not responsible for supervising children left unattended in either facility.

Parents and caregivers are solely responsible for the behaviour and wellbeing of their children in both facilities, regardless of whether a parent or caregiver is present. Disruptive children of any age, whether attended or unattended, may be asked to leave.

For safety reasons, parents and caregivers are expected to ensure that children in their care are properly supervised at all times. The library takes no responsibility for unaccompanied children. Leaving children under the age of 14 years without reasonable supervision and care is an offence under the Summary Offences Act 1981 amended.

Children under the age of 9 must be actively supervised and in view of a responsible caregiver (aged 16 years or older). If a child under the age of 9 is left unattended, CHB District Libraries staff will attempt to contact the parent or caregiver immediately. If a parent or caregiver cannot be located or reached, staff will contact the police.

Appropriate conduct is as important for children as it is for adults. Parents and caregivers can help us by ensuring their children understand the expectations for behaviour in both facilities and that they know who to contact in an emergency. Together, we can ensure that every child's experience at our CHB District Library facilities is a positive one in a safe and welcoming environment.

Penalties:

Failure to observe the above Customer Code of Conduct may result in a staff member asking the Library user to leave the facility for the rest of the day. In some cases, the result may also be temporary or long-term suspension of membership and borrowing rights, and/or exclusion from Library premises, or penalties under the law as appropriate.

Policies:

All customers of CHB District Libraries must comply with the following CHB District Libraries and Council policies at all times:

- CHB District Libraries Customer Code of Conduct
- CHB District Libraries Membership Terms of Use
- CHB District Libraries Meeting Room Terms of Use
- CHB District Libraries Connect to Learn Terms and Conditions
- Council's Fees and Charges Schedule
- Council's Privacy Statement
- Council's Public Places Bylaw
- Council's Smokefree Policy

All CHB District Libraries policies can be viewed in full at www.chblibrary.nz and Council policies can be viewed in full at www.chbdc.govt.nz

Ensuring adherence to this Customer Code of Conduct is primarily guided by principles of proportionality and education. In instances of non-compliance, staff will request that the individual or group correct the problematic behaviour. Should the individual or group refuse to comply with the Customer Code of Conduct, they will be asked to leave. Failure to leave when requested may result in the police being called and the potential issuance of a trespass notice.