



Code of Conduct Policy

PREPARED BY THE LIBRARIES MANAGER

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Code of Conduct Policy

Upper Hutt Libraries are public facilities providing resources and spaces for the use and enjoyment of the Upper Hutt community. To ensure a safe and welcoming environment for all we expect a good standard of behaviour from visitors.

Your rights and responsibilities

All library visitors have a right to:

- Be treated with respect.
- Service that is friendly and helpful.
- Manaakitanga - a safe and welcoming environment.

Library visitors have a responsibility to:

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

What we expect of visitors

To contribute to a safe and welcoming environment for all, we ask our visitors to treat staff with courtesy and respect, and to cooperate with any requests made by staff. Please help us by doing the following:

- Actively supervise tamariki [children] under the age of 9 and any other persons that require supervision. Please be responsible for the behaviour of tamariki under your supervision.
- Look after your personal belongings and do not leave them unattended.
- Keep entrances, exits, aisles and doorways clear.
- Certified disability assist dogs are welcome in library building.
- We are alcohol-free, smoke-free (including the use of electronic or vape cigarettes) and ask that you do not use or deal illicit drugs in the library.
- You are welcome to eat and drink in the library, except for hot food or while using public computers.

What we expect of visitors (continued)

Please treat other library users with courtesy and respect. We may ask you to leave if you are:

- Using offensive, aggressive, intimidating, or threatening language and gestures towards other visitors or staff or wearing intimidating or offensive insignia.
- Looking at inappropriate material on public computers or on personal devices.
- Taking photos of staff or other visitors without their permission.
- Selling, begging, fundraising, or polling for political, charitable, or religious purposes in the library or on library grounds unless previously approved by the Libraries Manager.
- Disrupting or obstructing other library users' use and enjoyment of library spaces.
- You are intentionally disrupting Library operations and programs.

Please treat library buildings and materials with care. We may ask you to leave if:

- You damage or remove Library resources and property.

Sleeping in the library

Sleeping or lying on the floor obstructs entrances, fire exits, aisles, doorways, or restricts other customers freedom of movement and access to collections.

If you are sleeping or lying on the floor we may:

- Ask you to move to a chair.
- Wake you up to check on your welfare.
- Wake you up if you are disturbing others due to loud snoring

If you are an adult sleeping on the floor in the children's library, we will wake you so you can actively supervise your tamariki. If you are not accompanying tamariki we will ask you to move to a chair in another area of the library.

Unattended bags in the library

Please look after your personal belongings and do not leave them unattended. All bags brought into the library are your responsibility. We do not have the facilities to store or look after bags.

We reserve the right to move unattended bags if they are:

- Obstructing collections, furniture or other library facilities
- Blocking other people from moving around the library
- Obstructing walkways in an emergency
- If the unattended bag is emitting an unpleasant smell or causing a disruption

If bags are uncollected at the end of the day, they will be moved to Libraries lost property or handed in to Upper Hutt Police station.

What staff will do:

- We will consistently address unacceptable behaviour.
- We may ask you to leave the library if you breach the Code of Conduct.
- We may exclude you from visiting the library for a set time if you persistently disregard the Code of Conduct or staff requests.
- We may trespass you if your behaviour is illegal or poses a serious threat to the safety of others, or you've been excluded twice before through breaches of the Code of Conduct.

Public Places Bylaw 2005

Upper Hutt Libraries are defined as a 'public place' in the [Public Places Bylaw 2005](#), and are subject to regulation and control by Upper Hutt City Council. This Bylaw ensures that acceptable standards of convenience, safety, visual amenity, and civic values are maintained for the wellbeing and enjoyment of the community.

Refer to the Bylaw for information on:

- How the Bylaw protects public safety.
- Restrictions on barriers in public places that affect the free passage of pedestrians or traffic in a public place.
- Restrictions on assembly (events, demonstrations, competitions, parades, or processions) that are likely to interfere with the free passage of pedestrians or traffic in a public place.
- Restrictions on damage to public places.
- Restrictions on trading in public places.
- Offences and penalties for breaching the Bylaw.