

WAGGA WAGGA CITY LIBRARY

CUSTOMER CODE OF CONDUCT

1. Users must abide by all WWCL Procedures and any future revisions.
2. Users must pay any outstanding service charges and fees incurred from lost or damaged items.
3. Users must provide up-to-date contact details.
4. Users must return or renew items within the loan period.
5. Users must advise library staff of lost or stolen library cards. Members are responsible for items borrowed on cards that are not reported as lost or stolen.
6. Users must act with respect and courtesy. Unsociable behaviour, including excessive noise, harassment, or threatening staff or members, is not acceptable and may result in exclusion from the library.
7. Users must meet community standards of personal hygiene and dress.
8. Users must take phone calls outside of the library.
9. Users must treat library facilities, equipment, collections, and property with due care.
10. Users should keep personal items secure. The library is not responsible for the loss or theft of personal belongings.
11. Users must follow staff instructions at closing time and during emergency procedures.
12. Users should inform library staff promptly of any concerns relating to other library users.
13. No animals are permitted in the library except for companion or therapy animals with current certification.
14. Food and drink are not to be consumed near any computers or equipment.
15. It is recommended that permission from library management be sought prior to images being taken in the library.
16. Users must make personal bags or property available for inspection when requested by library staff.
17. Selling goods or services, distribution of leaflets, undertaking surveys, circulating petitions, or collecting for charity within the library is not permitted unless by prior arrangement with library management.

INTERNET AND COMPUTER USE

1. Library users are not permitted to view online material that is prohibited by law or is deemed inappropriate or offensive by library staff. Viewing illegal, inappropriate, or illegal material can lead to expulsion from the library and may result in an exclusion order.
2. Library users are not permitted to send messages or post items online that are illegal, defamatory, intimidatory, or considered inappropriate by library staff. Sending messages or posting items online that are illegal, defamatory, intimidatory, or considered inappropriate can lead to expulsion from the library and may result in an exclusion order.
3. Installing, removing, or copying software on library computers is prohibited.
4. Library users are not permitted to alter or interfere with library hardware or software.
5. WWCL is not responsible for financial transactions undertaken while using library computers or Wi-Fi.
6. WWCL is not responsible for lost, stolen, or compromised work or data while using library computers or Wi-Fi.
7. Parents/guardians are responsible for supervising their children's access to the internet (see WWCL Children's Procedure).