

# CONDITIONS OF ENTRY

Shoalhaven Libraries is committed to providing a welcoming, comfortable and safe environment for library customers.

This document outlines the behaviour that the Library expects from its customers in accordance with the *Library Regulation 2018*. Customers who breach these conditions may be denied access to library services, risk being banned for a period of up to 12 months and may be referred to law enforcement officers. If you have any questions, comments or complaints about the Conditions of Entry or its application, please write to the Library Manager.

## **Alcohol and Drugs**

Customers shall not be under the influence of, use or sell alcohol or any illegal substance while in the library.

## **Animals**

Only animals needed for library programs or service animals are allowed in the library.

## **Appearance**

In the interest of other customers using the Library, acceptable levels of dress and personal hygiene must be met. If the condition or dress of a library customer is likely to give offence to other customers of the library they may be asked to leave.

## **Behaviour**

Unsociable behaviour, including harassing or threatening customers or staff is unacceptable. Shoalhaven City Council has a Zero Tolerance Policy towards unsociable and aggressive behaviour, and you will be asked to leave the building. Law enforcement may also be called if required.

## **Bicycles, scooters and skateboards**

Bicycles, scooters and skateboards are not permitted in the Library.

## **Damage to library items, equipment, furniture and facilities**

Any behaviour which damages library equipment, furniture and facilities will attract charges.

## **Food and Drinks**

Non-alcoholic beverages in spill-proof containers are permitted. Food is permitted provided it does not affect other customers.

## **Personal Items**

Customers are responsible for their personal property at all times and should not leave personal belongings unattended. The library is not liable for loss or damage to personal property.

## **Photography and Filming**

Written permission must be granted by the Library Manager prior to photography and filming taking place in the Library.

## **Smoking, Vaping and E-Cigarettes**

All libraries are smoke free, vape free and e-cigarette free.

## **Supervision of Children**

Children must be supervised by parents and/or carers at all times whilst in the library. Parents and/or carers are responsible for the suitability of all information their children access through the library.

## **Vacating the library**

Library customers must leave the library when requested at closing time, during emergency situations or as directed by library staff or security personnel.

