

Libraries Guidelines

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Purpose:

To provide guidance for staff and patrons when visiting Central Otago Libraries.

Principles and objectives:

To ensure we provide a safe and welcoming environment for all our customers and staff by providing guidelines as to what behaviour is acceptable when using the library.

Scope:

The guidelines apply to all staff and visitors of Central Otago Libraries. The guidelines cover Library operations and behaviours. Collection Development is managed within the Collection Development Framework.

Definitions:

Active supervision	The caregiver remains close to the child and is in a position to help the child at all times
Child	Any person aged 13 or under
Lost property	Any items left at the library where the owner is unknown, including items found by staff or handed in by the public

Guidelines:

Code of Conduct

Behaviour in the library is governed by the following code of conduct:

Your rights

You have a right to:

- Service that is courteous and helpful
- Be treated with respect
- A safe and welcoming environment

Your responsibilities

When visiting the library:

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

Our responsibilities

- Our libraries are here for the use and enjoyment of everyone and our responsibility is to ensure all visitors have a pleasant experience at the library.
- If you choose not to follow the code of conduct we may ask you to leave.
- Repeated poor behaviour could result in a user being Trespassed.
- If Library staff encounter any behaviour that is criminal, the Police will be called.

Care of unaccompanied child

CODC welcomes and encourages all children to use the library, its resources, and to participate in programmes. Council staff have a role in assisting children to use the library and are committed to support a child's reading and information gathering.

Council staff are, however, unable to accept responsibility for an unaccompanied child.

Children under 10 years should always be actively supervised by an adult in the library at all times.

Children under 14 must not be left alone at the library without adequate supervision or for extended periods.

Where a supervised child is not being actively supervised, Council staff may approach and require the caregiver to do so immediately.

If a child is left unaccompanied in a library, Council staff may contact the Caregiver, and may use their discretion to contact the Police where a Caregiver cannot be found or contacted.

In the case of an emergency, if an adult caregiver cannot be found or contacted, we may call the police.

Lost Property

All valuable items are dated and bagged. All books, bookmarks and other items left behind are stored immediately.

Storage and holding periods

We hold all the 'stored' lost property for the current month. At the start of the next month that is transferred and held for one more month. This means all items are held for a minimum of 1 month, and a maximum of 2 months.

Relevant legislation:

Te Oranga Tamariki Act 1989
Local Government Act 2002

Related documents:

Collection Development Framework
[Interlibrary Loan Policy](#)