

## **Code of Conduct for customers/users** **of dlr Libraries**

Dún Laoghaire Rathdown County Council's Library Service seeks to provide you with the best possible service in a safe and secure environment. To achieve this, we expect that you treat staff and other library users in a courteous and respectful manner.

- The following conduct by customers/users of the Library is not acceptable: -
  - a) Behaviour that is disruptive and interferes with the use and enjoyment of Library facilities by staff or customers/users.
  - b) Harassment of staff or customers/users through the use of offensive, obscene or threatening language, whether carried out in person on the Library premises, or electronically.
  - c) The use or threat of physical violence towards staff or customers/users, whether carried out in person on the Library premises, or electronically.
  - d) The photography or filming of staff or customers/users, on the Library premises, without their consent or permission.
  - e) Malicious damage to and/or theft of Library property.
  - f) The use of alcohol or unlawful drugs on the Library premises.
  - g) Smoking/vaping on Library premises.
  - h) Leaving personal property unattended on the Library premises.
  - i) Consuming food or drink on the Library premises, with the exception of bottled water.
- Customers/users in breach of this Code may have their access to the Library Service suspended. The periods of suspension will be at the discretion of dlr Libraries. Customers/users may be permanently suspended from the Service for serious or repeated breaches of this Code.
- Customers/users have 30 days to appeal any suspension imposed. The appeal should be made in writing for the attention of the County Librarian.
- We welcome your comments and suggestions on how we can improve our services in the future. If you would like to comment or make a suggestion, please email [libraries@dlrcoco.ie](mailto:libraries@dlrcoco.ie).

Please help us to encourage the responsible and considerate use of Dún Laoghaire Rathdown library facilities by observing this Code of Conduct.