

Client Code of Conduct

Welcome to Cessnock City Libraries. We aim to enable full access to our collections and services, and active participation in our programs. Our libraries are shared spaces where everyone in the community is welcome.

Client behaviour

- Treat other clients and Library staff with courtesy and respect showing regard for their needs, sensitivities and rights. Anti-social behaviour, including harassing clients or staff, or using offensive language is not acceptable.
- Disruptive behaviour and excessive noise are not acceptable in any space in the Library.
- Group discussions and mobile phone conversations may be conducted in the library, but must be kept at an acceptable level that does not disturb other clients.
- Clients must leave the Library when requested at closing time and during emergency procedures, or if directed to do so.
- Inform Library staff immediately if you become aware of any risk or potential risk to people or property.
- Library staff will refer all unlawful behaviour to the NSW Police.
- Strollers/prams and mobility devices are welcome. For everyone's safety other wheeled devices including bikes and scooters must be left outside.
- Registered assistance animals are welcome in the library. All other animals are not permitted in library buildings.

Bags and personal belongings

- Clients are responsible for their personal property at all times.
- The Library is not responsible for any loss or damage that may occur to personal belongings.
- Bags or belongings must not be placed where they may put clients or staff at risk of injury.

Smoking, Food and drinks

- Covered drinks and snack food is permitted.
- Smoking, including the use of vapes or e-cigarettes, is not permitted on Library premises.

Dress

- Meet acceptable levels of dress and personal hygiene, in the interests of health and safety and the comfort of others.
- Footwear must be worn.

Library equipment and material

- Damaging or misuse of Library equipment, facilities or furniture is not acceptable.
- Damaging Library material in any way, such as marking, cutting or tampering with security tags, is not permitted.

Internet, mobile phone and entertainment device usage

- All Internet and computer usage must be in accordance with our [Public Internet Access Guidelines](#) which details conditions of use.
- Headphones must be used to ensure usage does not disrupt other users and library staff.

Photography and filming

- Photography and filming are not permitted in the library unless written permission has been granted by Council.

Supervision of children

- Children shall, at all times, be attended and adequately supervised by a responsible person, unless the child is attending a library activity as outlined in our [Children and Young People in the Library Guidelines](#).

Code of Conduct breaches

- Breaches of the Library Code of Conduct may result in clients being asked to leave.
- Serious or repeated breaches of the Code of Conduct may result in clients being excluded from the library for a designated period of time under the Council Unreasonable Customer Conduct (UCC) Policy.

Guidelines & Procedures Community & Cultural Engagement Manager
Owner:

Relevant Legislation: Library Act 1939;
Library Regulation 2010;
Privacy and Personal Information Protection Act 1998;
Classification (Publications, Films, and Computer Games) Act 1995 (Cth);
Copyright Act 1968 (Cth);



State Record Act 1998;
Work Health & Safety Act 2011;
Children and Young People Act 1999

Related Guidelines & Procedures:

Public Internet Access Guidelines;
Children and Young People in the Library
Guidelines;
26th February 2026

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