

Members Code of Conduct

Introduction

At Bromley House Library we strive to provide a welcoming environment for members and visitors. We want to ensure that everyone's experience of the library is a safe and enjoyable one and having a Code of Conduct helps us to do this.

In essence, the Code of Conduct is a statement outlining the general rules of the library and the expected behaviour of members. There is a similar Code of Conduct for staff, which is a public document and is available from our website.

1. Accessing the library – things you need to know

- For safety reasons, on arrival at the library please give your name at the Intercom on the entry door and ensure that the door is securely closed after you. Please do not allow other people to 'tailgate' into the building behind you or let them in as you leave.
- If you hold a young person's (individual) membership, then your membership is for you alone.
- If you bring anyone under the age of 16 into the library, you must accompany them at all times. We're unable to offer membership to people aged 16-18 but we're happy for them to use the library unaccompanied under a family member's full membership, with their permission.
- You are welcome to bring guests into the library, but you should accompany them at all times. Please do not bring large groups of people, (but speak to us if you'd like information about tours or group visits)
- No dogs are allowed in the library (except Assistance Dogs).
- Our opening hours are as published and are subject to change. Please leave promptly at the stated closing time or when asked to do so by library staff.
- If your subscription is in arrears for 6 weeks or more, we may suspend your use of the library until payment is made. If you're having difficulty paying, please speak to us.
- We hope that your membership will be a long and happy one, but we understand that circumstances can change. If you wish to resign, please inform us before the 1st April, when the membership year renews, and cancel your direct debit instruction with your bank if appropriate.

2. Use of the facilities – a few rules to follow

- We want staff and other members of the library to feel comfortable and free from harassment or abuse. Please treat others with respect and courtesy and refrain from using abusive, discriminatory, indecent or offensive language. Any infringement of this may result in immediate expulsion from the premises and termination of membership.
- In the interests of everyone's safety, the staff are authorised to ask any person to leave the premises without having to provide a reason. The Library

Director may terminate library membership for any grounds they deem appropriate.

- We are a library so please set your mobile phone to silent and make or take calls only in the designated area (the hallway on the ground floor) so as not to disturb other members.
- We are happy for you to eat and drink in the library unless advised otherwise by staff (such as around our older materials) but please be courteous of others and avoid strong smelling food. Rubbish should be placed in the bins provided.
- No smoking is allowed in the library or in the garden (including the use of electronic vape devices).
- You may use laptops and other devices in rooms where they will not disturb other people, in accordance with our policy at the time (ask if you are unsure). Please be considerate of others and avoid activities which create excessive noise, such as playing music or carrying out video calls whilst in the library.

3. Keeping you safe and secure

- We do our best to keep an eye on things, but we can't take responsibility for belongings left on the premises. Please keep valuable items on you at all times and lock larger bags and coats in a locker in the locker room.
- If you have any concerns about a member or visitor acting suspiciously please tell a member of the library staff immediately.
- If you hear the fire alarm, please assume it's the real thing. Leave the building via the nearest fire exit and follow any instructions given by staff. We assemble outside the Bell Inn, just down the street.
- In the interest of safety, please use the spiral staircase one person at a time and do not use the wooden library steps. Under no circumstances should you attempt to access high shelves on the gallery, either with ladders or kick stools.

4. Our loan regulations

- In most circumstances, you may have up to 10 books or other items on loan at any one time. This limit may be waived at the discretion of library staff.
- Standard loan books should be returned within 6 weeks of issue but can be renewed, providing that they haven't been requested by another member. Short loan (in demand) books should be returned within 3 weeks of issue and cannot be renewed.
- Items marked as 'Librarian's discretion' can only be loaned with the permission of a senior member of staff, usually due to the condition of the book.
- Please do not lend library items to non-members or pass them directly onto other members without them being re-issued by us. Note that a book remains the responsibility of the member it was issued to until it has been returned at the counter.

- Please do not take a book or any other item from the library unless it has been issued by staff.
- Books and items in the locked cabinets and certain other books as specified by the staff cannot be borrowed but are available for reference in the library. Please handle these with great care and under staff supervision.

5. Loss and damage to library material

- Please treat all library materials with due respect and care and do not write, highlight or underline in books.
- If you lose or materially damage any book or other item you may be asked to replace the whole work in a complete state, retaining the damaged item, or pay the full value of replacement.
- Please return all borrowed items before resigning your membership. We reserve the right to invoice you for any items outstanding at the end of your membership.

6. Laptop and internet usage

- We provide wireless access to the Internet for members with laptops or other portable electronic devices. Please note that we cannot guarantee access to the internet, or good speeds, and reserve the right to refuse access.
- Please use electronic devices with the sound muted or use earphones with the volume low enough not to disturb other members.
- We ask that you use your devices on battery power whenever possible to prevent anyone tripping over trailing cables, and for reasons of electrical safety. Please do not ask other members to move so that a power socket can be used.
- As you would expect, certain types of internet usage are prohibited, specifically:
 - Any activity which violates copyright or software licence agreements.
 - Any activity which seeks to gain unauthorised access to internal or external information systems, for whatever purpose.
 - Using the Internet for any illegal activity, or for the purpose of libel, slander or harassment.
 - Any activity which knowingly introduces viruses onto the computing network.
 - Creating, sending, receiving or displaying text or graphics which may be reasonably construed to be obscene or offensive.
 - Sending material which is intended or likely to cause annoyance or inconvenience to the recipient.
 - Any downloading of music, video or other large files, even if not copyright restricted.

7. **Breaches of this Code of Conduct**

If you breach the code of conduct:

- Your will be asked to explain your actions.
- You may be asked to leave the premises.
- Your library membership may be suspended or withdrawn.