

Policy title	RTRL Member and Visitor Code of Conduct
Policy number	1.1
Objective	To outline behaviour expectations for members and visitors to ensure safe and welcoming library spaces.
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Code Background

Lismore City Council is the Executive Council responsible for management of the Richmond Tweed Regional Library (RTRL).

The purpose of this Code of Conduct (Code) is to inform all users of the RTRL facilities (members and visitors) of the expected behaviours whilst on the RTRL premises or online.

Should any member or visitor of the RTRL display behaviour which the staff of RTRL consider, acting reasonably and in accordance with legislation and regulation to be inconsistent with the Code, RTRL staff have the discretion to act to ensure the safety of other members and visitors.

Any person who enters an RTRL facility agrees to abide by the Code and co-operate with any action taken by RTRL staff.

RTRL facilities means any physical RTRL Library and any RTRL online services.

Code

RTRL aims to enable full access to its shared spaces, collections, workspaces and services, and active participation in its programs by the whole community.

Whilst using RTRL facilities all members and visitors must strictly observe the Code as detailed below.

Should any RTRL member or visitor, in the reasonable opinion of RTRL staff not be observing the Operational Requirements as listed, RTRL staff may request the member or visitor to leave the RTRL facility.

Where RTRL staff consider a member or visitor has not observed the Operational Requirements in a manner which poses serious risk to the health or safety of RTRL staff, members or visitors, RTRL staff may issue a Prohibition from Entry and Use of Facilities Notice (PEU Notice).

Any person who is issued a PEU Notice must not enter or use the RTRL facilities in accordance with the PEU Notice.

Any PEU Notice will be issued pursuant to the [Libraries Regulation 2018](#).

Scope of Code

This Code applies at all RTRL branch libraries and support areas.

RTRL branch libraries include: Lismore, Goonellabah, Ballina, Alstonville, Lennox Head, Byron Bay, Mullumbimby, Brunswick Heads, Tweed Heads, Murwillumbah, Kingscliff, Research and Family History Centre, and RTRL Mobile Library.

Legislative context

This is not intended to be an exhaustive list of all applicable legislation.

RTRL operates under the [Library Act 1939](#) and the [Library Regulations 2018](#).

[Work Health and Safety Act 2011](#)

[Classification \(Publications, Films and Computer Games\) Enforcement Act 1995](#)

[Online Safety Act 2021](#)

[Copyright Act 1968](#) (Cth)

[Disability Discrimination Act 1992](#) (Cth)

[Privacy and Personal Information Protection Act 1998](#)

[Companion Animals Act 1998](#)

Related documents

[RTRL Library Membership Policy](#)

[RTRL Exclusions and Directions to Leave Policy](#)

[RTRL Young People in the Library Guidelines](#)

[RTRL and Interlibrary Lending Policy](#)

[Child Safe Policy](#)

Responsibilities and administration of the Code

The RTRL is managed by Lismore City Council as Executive Council and is responsible for leading the implementation of this Code, including its conformity to

legislative and other compliance requirements, communicating this Code to managers and supervisors, and other relevant activities in implementing the Code.

Managers and supervisors are responsible for managing processes relevant to this Code and communicating this Code to staff.

Staff are responsible for understanding and complying with this Code.

RTRL members and visitors to the library are responsible for abiding by the intent of this Code.

Review requirements

This Code will be reviewed annually, with a full review undertaken every four years in line with Local Government procedures.

Code approval

Code approval will be undertaken through the RTRL Committee.

Code of Conduct

Operational requirements

The RTRL is committed to providing a welcoming and safe environment. This Code outlines the conduct we expect from members and visitors, both onsite and when interacting with the Library online. It is based on [Library Regulation 2018](#) made under the [Library Act 1939 \(NSW\)](#).

Your responsibilities

- Treat other members, visitors and RTRL staff with courtesy and respect, considering their needs, sensitivities and rights. Antisocial behaviour, including verbally or physically harassing or intimidating other members, visitors or staff, using offensive language, displaying offensive imagery or signage, or unsolicited filming or photographing of other people and RTRL staff in an identifiable way is not acceptable.
- Behave in a way that allows others to reasonably use RTRL facilities.
- Comply with the RTRL Conditions of Entry shown at each Library branch, including maintaining appropriate dress and hygiene standards.
- Do not bring or consume alcohol or illegal substances or bring items that could be used as a weapon including those that could harm or be considered threatening.

- Leave the Library promptly at closing time, during emergencies, or when directed by RTRL.
- Follow directions given by RTRL staff.
- Report any risks or potential risks to people or property to RTRL staff immediately.
- Observe the [Copyright Act 1968](#) when copying Library materials, sharing material online, or downloading software, films, sound records and broadcasts.

Approaches to other members or visitors

Any suspected breach of the Code should be reported to RTRL staff. Members and visitors must not approach others directly regarding behaviour and any decision on behaviour is to be determined by RTRL staff alone acting reasonably and in line with the Code.

Any member or visitor who approaches another member or visitor regarding behaviour may be considered by RTRL to be in breach of this Code.

Bags and belongings

- RTRL staff have the right to inspect your equipment, folders, bags or property as you enter or leave the library.
- Belongings are not to be left unattended. Any items left unattended may be removed by staff, security or relevant authority.
- The RTRL 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 members, visitors or staff at risk of injury.
- Personal devices used in the RTRL Library are to be appropriately maintained and safe to use.
- Power cables must not be placed where they may put RTRL members, visitors or staff at risk of injury – e.g. across areas where people may walk.

Food and drink

- Non-alcoholic beverages in spill-proof or covered containers are permitted (such as covered coffee cups, soft drink bottles and water bottles).
- Snacks are permitted (such as commercially wrapped bars and biscuits), however hot food is not permitted.
- We ask you to act responsibly when consuming food and drink in the library and be considerate of other Library users.
- Please dispose of your rubbish in the bins provided and report any spills to Library staff.
- The Parent/Guardian/Carer is responsible for monitoring the consumption of food and drink by people under their supervision.
- RTRL staff will use their discretion in determining whether food and drink are suitable to be consumed in the RTRL Library. You will be asked to remove food or drink if considered to be a problem.

Library Activities and Functions

In addition to points detailed under 'food and drink', homemade food items shall not be prepared and/or bought to the library for children/youth activities or other activities and events. All food items used for events and activities will be purchased and have relevant legal ingredient content labelling.

Alcohol will only be served at an activity or function with the prior approval of RTRL management. The RTRL practices responsible service of alcohol.

Smoking

Smoking, including the use of vaporisers, is not permitted on RTRL Library premises.

Dress

- Please maintain appropriate levels of dress and personal hygiene to ensure a comfortable environment for all Library users. Please comply with directions given by Library staff and Library Conditions of Entry, shown at each Library branch.
- Footwear must be worn.
- Clothing and accessories that display offensive imagery/text or that target a group or individual based on race, religion, gender or sexuality must not be worn.

Quiet environment

- A quiet environment for study must be maintained in the reading/study rooms.
- Disruptive behaviour and excessive noise are not acceptable in any public space in the RTRL Library.

Mobile phone and personal audio device use in the RTRL Library

To ensure a welcoming and respectful environment for all, please observe the following when using mobile phones and personal audio devices in the RTRL Library:

- Use headphones when listening to music, videos or other media. The volume must be kept low enough so that it is not audible to others.
- Avoid making or taking mobile phone calls while at the Library. Please keep calls brief and at a low volume. Speakerphone is not permitted.
- Avoid taking calls while seated at public computers. If a call is necessary, please speak quietly, limit the duration, and take longer conversations outside.
- Do not use mobile phones while receiving service at a staffed service desk or within Library quiet zones.
- Video calls (e.g. Zoom, WhatsApp, Skype) should be conducted outside the Library or within designated Library spaces.

- Personal equipment is your responsibility. The RTRL is not liable for damage or theft. Do not leave your devices unattended.
- Do not unplug RTRL Library equipment or use RTRL Library power sources in a way that prevents others from accessing RTRL Library services.

If a person refuses to comply with this Code and causes disruption to other users and/or RTRL staff, RTRL Library staff may ask them to adjust their behaviour or leave the premises in accordance with the [Library Regulation 2018](#) and the Library's Exclusions and Directions to Leave Policy.

Library equipment and material

- Enjoy free internet access via public computers and Wi-Fi as an RTRL Library member. Non-members may access public computers for a [fee](#).
- Use the internet responsibly, noting that online security cannot be guaranteed. RTRL is not liable for any outcomes resulting from members or visitors use of specific websites.
- Use RTRL Library equipment only for its intended purpose. Damaging, disconnecting or misusing RTRL Library equipment, facilities or furniture is not acceptable, including via connection of BYO devices.
- Damaging RTRL Library material in any way, such as marking, cutting, attaching adhesive notes and tampering with security tags, is not permitted. Special Collections material must be handled according to RTRL guidelines.
- RTRL Library materials must remain accessible to all. Deliberately hiding, misplacing, or removing items without borrowing is not permitted.
- RTRL Library equipment is for the use of RTRL Library material only. Requests to use RTRL Library equipment for personal items (such as CD-ROMs) may be considered individually.
- RTRL Library items may be borrowed per the RTRL and Interlibrary Lending Policy and Library Membership Policy.

Unattended children

The RTRL Library offers a range of services that support the information, literacy, education and recreational needs of young people. However, the RTRL Library does not provide care facilities as part of this service. Children under 12 must not be left unsupervised in the RTRL Library in accordance with the Child Safe Policy and Young People in the Library Guidelines. RTRL staff do not supervise children in the library at any time. There is a risk that unsupervised children may leave the RTRL Library at any time, may hurt themselves, may become distressed, disruptive, or may be approached by strangers.

Internet usage

- Access to the internet by children under the age of 18 is the responsibility of the child's parent, guardian or carer. Further information and guidelines about online safety is available via the [eSafety Commissioner](#).
- Members and visitors are not permitted to access, download or print

pornographic, offensive or objectionable material, and must comply with the [Classification \(Publications, Films and Computer Games\) Enforcement Act 1995 \(NSW\)](#) and [Online Safety Act 2021](#).

- Members and visitors must not in any way breach or infringe copyright. If a member or visitor repeatedly infringes copyright using Library systems or computers, the Library will terminate member accounts and access to computers and systems in line with the [Copyright Amendment \(Service Providers\) Act 2018 \(Cth\)](#).
- Members and visitors are not permitted to use Library computers or its network for any unlawful or inappropriate purpose. This includes but is not limited to modifying or gaining access to restricted files or data belonging to others, installing software on the Library's computers, and accessing illegal or prohibited websites. The Library is not liable for the consequences of unauthorised use.
- Activity logs may be used for troubleshooting and security purposes. The Library may make disclosures of activity logs to relevant authorities where the use of our internet system raises concern that an offence is being, or has been, committed.

RTRL website

The RTRL website shares information and other content about the RTRL and its collections and activities, and delivers services for the interest, enjoyment and research needs of members and visitors.

The RTRL is not responsible for, nor endorses, any content that a member of the public contributes to the RTRL's website or any other websites linked from the RTRL's website. More information is available on the Library's website [Disclaimer and Privacy Policy](#).

Removal of any content from the RTRL's website is at the RTRL's discretion.

RTRL Social Media Community Guidelines

The RTRL's social media channels share information and content that inspires, interests and engages the people of the NSW Northern Rivers and beyond, drawn from events, programs and exhibitions at the RTRL Library, stories from the collection, and the knowledge of our staff.

The channels facilitated by the RTRL are created as spaces where community members feel valued. The RTRL encourages users to join in the discussion, ask questions and share ideas.

To ensure the RTRL's online platforms are safe, respectful and inclusive, the Social Media Community Guidelines apply to all users on, or engaging with, the RTRL's social media channels.

You must not use the RTRL's online channels to:

- Post content that is insulting, threatening or hateful towards anyone. This includes the use of profanities, obscenities, explicit material and discriminatory language.
- Abuse, defame, insult or intimidate anyone. The RTRL will not tolerate any form of cyberbullying, intimidation or harassment.
- Post any misleading, deceptive or false information regarding the RTRL's activities, where factual information exists and is publicly available.
- Share personally identifiable information about yourself or other community members.
- Spam, advertise or promote any commercial businesses.
- Post content that is an infringement of intellectual property rights, including copyright.

The RTRL's social media channels are moderated, and the RTRL reserves the right to hide, delete or report posts or comments determined to be in breach of the above guidelines and/or regulations referred to in this document.

Should an individual continue to breach these Social Media Guidelines, the RTRL reserves the right to block that individual from posting to the RTRL's social media accounts entirely and without notice.

In regard to RTRL digital platforms and as outlined in the RTRL Exclusions and Directions to Leave Policy, the RTRL can, at its own discretion, edit, remove or decline to publish contributions for various reasons (legal, privacy, content standards, editorial, operational etc). At the RTRL's discretion, contributions may be moderated.

Please refer to this Policy for further detail about digital platform related moderation, suspension and exclusion.

Animals

Only assistance animals may be brought into the RTRL Library, in accordance with the [Companion Animals Act 1998](#). Proof of registration may be required and requested to be sighted by RTRL staff. Please refer to individual Local Government Area (LGA) Council for specific LGA information on animals.

Photography and filming

For professional or commercial purposes

- Permission from the Local Council must be obtained before undertaking professional or commercial photography or filming anywhere in the RTRL Library, including reading, study and meeting rooms and exhibition areas. Further information is available via the [filming application](#) page.
- Commercial purposes include, but are not limited to, photography or filming intended for promotion of goods or services, or content that generates income, whether through monetary profit or reputation enhancement.

- RTRL staff may not be photographed or filmed without their explicit consent.
- For the purpose of RTRL Library promotion or marketing, members of the public must not be photographed or filmed in an identifiable manner without their prior permission or notification.

For personal use

- Members and visitors must not be photographed or filmed in an identifiable manner without their prior permission or notification.
- RTRL staff may not be photographed or filmed without their explicit consent.

Records and privacy management

Formal records are made of security incidents or a member or visitor's refusal to cooperate with staff enforcing the Member and Visitor Code of Conduct and [Library Regulation 2018](#).

The RTRL will maintain records of incident and investigation reports in accordance with requirements.

Incident and investigation reports and related information are treated as confidential and limited to authorised staff. The RTRL may disclose personal information in instances where another Act or law authorises us to do so.

For safety and security purposes, video surveillance may be taken at some RTRL locations, for which there will be relevant location signage.

Further information about privacy can be read on the RTRL's website, [Disclaimer and Privacy Policy](#).

Document history and version control

Version #	Date approved	Approved by	Description	CM ref #
1.1	17/09/2025	RTRL Council	Code replaces prior Patron Behaviour Policy.	ED2025/070029