

Customer behaviour

GUIDELINES

Hamilton City Libraries are for everyone to **enjoy**, and we aim to provide a **safe** and **comfortable** environment for customers and staff.

We ask our customers to show **respect** for other people and their right to have a **positive** experience by:

- Speaking and behaving appropriately, without swearing, shouting, or offending other customers
- **Co-operating** with our staff and respecting any requests they make
- Being drug and alcohol free
- Being **considerate** of other people's property, including library furniture and equipment.

Customers may be asked to leave the library if their actions fall outside these guidelines, or cause concern for either other library users or our staff.