

Manawatū Community Hub Libraries (MCHL), are committed to creating exceptional experiences for every customer in a safe and welcoming atmosphere. We ask customers and staff to share responsibilities to ensure that a positive atmosphere is maintained at all times. The following guidelines define behaviours and activities that are and are not allowed at our facility - Te Āhuru Mōwai, and at MCHL outreach locations. MCHL staff will enforce these guidelines consistently and impartially.

Appropriate MCHL conduct includes:

- Courteous interaction with other customers and MCHL staff.
- Activities that are appropriate for the spaces/rooms at Te Āhuru Mōwai and at MCHL outreach locations. (like reading, crafting, doing a puzzle, making in the Makerspace, connecting with others, etc.), and other appropriate uses of MCHL spaces and resources.
- Maintaining appropriate noise levels; behaving responsibly.
- Maintaining a clean environment.
- Consuming appropriate food and drink for a shared environment in the designated areas.
- Consuming drink at computers or in the Makerspace in a contained un-spillable vessel.

Prohibited Hub conduct includes, but is not limited to:

- All illegal activities.
- Any individual or group activity which is unreasonably disturbing or disruptive to staff or customers.
- Behaviour inconsistent with activities that are appropriate for the spaces/rooms in Te Āhuru Mōwai (like reading, crafting, doing a puzzle, making in the Makerspace, connecting with others), and other proper uses of MCHL spaces and resources.
- Damaging, defacing, destroying, or stealing MCHL property.
- Carrying, consuming, and/or being under the influence of illegal drugs.
- Carrying, consuming, and/or being under the influence of alcohol unless attending an approved function that is licenced for alcohol.
- Smoking or use of electronic smoking devices.
- Bringing animals, other than service or support animals, into Te Āhuru Mōwai.
- Profane, obscene, or abusive language or behaviour.
- Leaving children under age 8 unattended.
- Consuming food at the computers or in the Makerspace.
- Consuming food that is from a fast food takeaway (for example McDonald's) or has a strong odour.
- Drinking from spillable vessels at the computers or in the Makerspace.

Children in the Library

MCHL staff are dedicated to providing a welcoming environment that encourages children to visit Te Āhuru Mōwai, use MCHL resources, and attend programs. We are available to help and support children in using services at Te Āhuru Mōwai; however, MCHL staff are not responsible for supervising children left unattended in Te Āhuru Mōwai.

Parents and caregivers are solely responsible for the behaviour and wellbeing of their children in Te Āhuru Mōwai, whether or not a parent or caregiver is present. Disruptive children of any age, attended or unattended, may be asked to leave.

Children under the age of 8 must be actively supervised and in view of a responsible caregiver (aged 16 years or older). If a child under the age of 8 is left unattended, MCHL staff will attempt to contact the parent or caregiver immediately. If a parent or caregiver cannot be located or reached, staff will contact the police.

Appropriate conduct is as important for children as it is for adults. Parents and caregivers can help us by making sure their children understand the expectations for behaviour in Te Āhuru Mōwai and that they know who to contact in an emergency. Together, we can ensure that every child's experience at Te Āhuru Mōwai is a positive one in a welcoming environment.

Policies

All customers of MCHL must comply with the following MCHL/Council policies at all times:

- MCHL Customer Code of Conduct
- MCHL Digital Technology and Internet Public Access Policy
- MCHL Membership Terms or Use
- MCHL Meeting Room Terms of Use
- MCHL Open Plus Terms of Use
- MCHL's Collection Development Framework
- Council's Fees and Charges Schedule
- Council's Privacy Statement
- Council's Public Places Bylaw
- Council's Smokefree Policy

All MCHL policies can be viewed in full at www.mchl.co.nz and Council policies can be viewed in full at www.mdc.govt.nz

Enforcing compliance with this Customer Code of Conduct is generally informed by proportionality and education first principles. In cases of non-compliance staff will ask the individual or group to rectify problematic behaviour. If the individual or group refuse to address transgressions of the Customer Code of Conduct they will be asked to leave. Failure to leave when asked may result in the police being called and the possibility of a trespass notice being issued.