



MEMBERS CODE OF CONDUCT

Consistent with its Rules of Incorporation, the Friends of the National Library of Australia is committed to providing a welcoming and safe environment for its Members. This Code outlines the conduct we expect. It may be reviewed from time to time by the Committee of the Friends of the National Library.

General Conduct

Members of the Friends of the National Library must comply with visitor behaviour rules under the National Library Regulations 2018. A copy of the Regulations is available at <http://www.nla.gov.au/nlaorg/>.

In particular:

1. Library material, including books, is not to be taken into the Friends Lounge.
2. Consistent with Library Regulations, only bags or containers smaller than 300mm x 300mm x 300mm can be taken into the Lounge - anything larger will need to be stored in the lockers on LG1. Any bags or containers must be offered for inspection if requested by security staff.

What the Lounge is:

The Lounge is a shared social space where people can enjoy a chat, a read, refreshments. It is a special place just for Friends of the National Library and their guests.

If you want to do some reading, study or research, that's great, but the Lounge is not a quiet space and other members are not required to be quiet. If you wish to work quietly, the Main Reading Room on the ground floor is your place to be.

The Lounge is not a place for you to conduct a business.

The Lounge is not a bookable venue. However, it may be used for Friends and Library events at the discretion of the Committee.

In the interests of safety, security cameras operate in the Friends Lounge.

In case of emergency:

- If you see anything that concerns you, please contact the Friends Executive Officer (x1551) or Security (x1376).
- In an emergency, please call (x1313). In the event of an emergency, you must follow the directions of Library and/or security staff.

Your responsibilities as a Friend:

- You and your guests need to sign in when you visit the Lounge.
- You'll need to have your Member card with you. Security and staff may ask to see it.
- Nobody wants to feel awkward. In the interests of health and safety, you and your guests must be appropriately dressed at all times.
- Be respectful and courteous to fellow Members, Library staff and security and other Library users.
- Keep your voice to a normal speaking level.
- Speak to other people as you would like to be spoken to. Swearing and shouting are unacceptable.
- We welcome children in the Lounge. If needed, please use the baby change room on Lower Ground 1.
- You love your music, others may not. Headphones must be used when listening to music and multimedia.
- Sharing is caring. Please leave the Lounge as you found it. This means tidying up after yourself and placing cups and dishes in the dishwasher.
- Don't put your feet on or damage the furniture, or leave chewing gum behind. Most of the furniture is heritage listed – it's precious. Much like our National Library.
- Personal items are not to be left unattended. These may be removed by security staff.
- Members must leave the Friends Lounge at closing time or if requested to do so by the Executive Officer, security staff, or the Library's 'Authorised Officers'.
- We do our best to supply tea, coffee, sugar and milk to Members. All other items in the refrigerator are the personal belongings of Members and not for general use.

For guests in the Friends Lounge:

- Two's company, three's a crowd. Friends Members are welcome to sign in two guests.
- Guests are the Member's responsibility, are to be accompanied by the Member, and comply with the Code of Conduct.
- If your guests wish to visit on a regular basis, we ask that they become Members.
- We welcome small Library-related groups such as book clubs, but the majority of the group are to be members, and you need to advise the Executive Officer in writing at friends@nla.gov.au. Remember, your group must share the Lounge with other Members.

If you don't abide by the Code of Conduct:

- You may be spoken to by security staff about the issue, and directed to leave.
- You'll receive a written letter outlining the complaint and asking you to refrain from the behaviour.
- If you still fail to comply and the misbehaviour continues, your membership of the Friends may be reviewed by the Friends Committee in accordance with the Rules of Association.