

Your Library: Shared Expectations

What you can expect and what we expect of you.

Our Commitment to You

Westland District Library provides a welcoming, inclusive, and respectful environment for everyone. We strive to ensure that all people who call our community home, whether long-time residents, newcomers, or visitors, feel safe, valued, and supported when using our services. You can expect:

- Excellent Customer Service from friendly, professional, and knowledgeable staff.
- A safe and inclusive space for learning, connection, creativity and relaxation.
- Clear, timely communication and opportunities to provide feedback.
- Access to resources and services that support your needs.

Your Responsibilities in the Library

To help maintain a positive and respectful environment, we ask that all library users:

- **Respect others:** Treat staff, volunteers and library users with courtesy and consideration.
- **Use the space appropriately:** Keep noise to a reasonable level, use library resources respectfully, and follow instructions and staff guidance.
- **Care for the library:** Help us maintain a clean, safe, and welcoming environment for everyone.
- **Follow the law:** Unlawful, offensive, or threatening behaviour will not be tolerated and may result in withdrawal of library privileges, removal from the library or police involvement.

Children and Young People in the Library

We welcome children and young people to enjoy our services. To ensure their safety and wellbeing:

- Children under 8 years of age must be actively supervised by a parent or caregiver aged 14 or older (parent or caregiver must be within eyesight of the child and able to intervene immediately).
- Children aged 8 or older may visit independently, but parents and caregivers remain responsible for their behaviour and safety.
- If a child is distressed, at risk, or causing significant disruption, staff may ask them to leave, contact a caregiver, or involve appropriate services if needed.
- Library staff are not responsible for supervising children.

Feedback and Continuous Improvement

We value your feedback and ideas. If you have suggestions or concerns, please speak to a staff member or contact us via library@westlib.co.nz. Your input helps us improve and ensures the library continues to meet the needs of our community.