



Düsseldorf Library Service House Rules for the branch libraries in Düsseldorf

Code of conduct for a harmonious atmosphere in the branch libraries

Dear library users,

We are pleased to welcome you to the library.

This is a public space that enables interaction, where tolerance and respect are fundamental principles, and where one can awaken an understanding of diverse perspectives. People of all ages and background are welcome here. Considerate behaviour is essential to ensuring that all users feel comfortable here. We kindly request that you adhere to the rules outlined in this code of conduct and wish a pleasant visit to our library.

- Düsseldorf Libraries are there for everybody. Please treat books, media, devices and furniture with care.
- To avoid noise disturbance please refrain from any form of noise, loud conversations and telephone calls. Please adjust the volume on all devices so that nobody will be disturbed.
- Please help to maintain cleanliness and tidiness by using the available bins.
- Food and drinks in resealable containers are permitted, so long as they
 - Are in snack form
 - Can be consumed without creating mess or damage to the floor and furniture.
 - Do not emit offensive odours.Consumption of food at the Internet-PCs and the preparation of hot and cold meals are prohibited.
- Smoking, vaping and the consumption of alcohol is forbidden in all library rooms. Exceptions to the alcohol prohibition apply only at specific times at events.
- Please refrain from practising recognisably religious rituals or political activities within the library rooms. We are a neutral place for everyone.
- Copyright and child protection legislation must be adhered to when using books and other media. This also applies to use of the Internet. In particular, visiting websites containing pornographic, racist or otherwise discriminatory content is forbidden.
- Everything has its fixed, well-thought-out place. Please do not move chairs and tables around, and treat the facilities with care.
- Please do not leave personal items, books and devices unattended. Düsseldorf Library Services accepts no responsibility for lost, damaged or stolen property. Items found in the library will be passed to the lost property office.
- With the exception of guide dogs, no animals may be brought into the library.
- The use of sport items such as skateboards, roller-skates etc is generally not allowed.
- Use the toilet facilities only for their intended purposes. Please behave hygienically and leave the customer toilets in a clean state.
- The taking of films or photographs by private individuals is permitted only for personal use. Any filming/photography must not come at the expense of Düsseldorf Library Service users being able to access services. The needs of library users and staff have priority. Library users and staff may only be filmed or photographed with their written consent. Library users under 18 years of age may not be filmed or photographed. Permission must be granted by the library management if photos or films about Düsseldorf Library Service are to be published (in print or digital media) and/or used for non-private purposes.
- The hanging of posters or the distribution of printed materials may only take place with the express permission of the library management.
- The carrying out of surveys, questionnaires or marketing campaigns in the library is not permitted.

Please note:

The instructions of library staff must be followed at all times. Breaches of the rules and/or failure to follow the instructions of library staff may lead to banning orders, ejection from the library, criminal charges and/or claims for compensation. In the interests of everyone, please help to maintain a congenial atmosphere in our Central Library. Thank you.

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