



Offaly County Council commits to delivering the best possible service to you in an effective and respectful manner.

In order to help us to keep our commitment, we expect that you:

- Treat staff in a courteous, civil and fair manner in all your dealings with us, whether that is in person, by phone, in writing or online.

We will not accept:

- The use of offensive, threatening or inappropriate language towards staff and/or members of the public
- The use of violence or the threat of violence towards staff and/or members of the public

The following behaviour will not be accepted in any of our facilities:

- Behaviour which is disruptive and interferes with the use and enjoyment of the facility by others
- Malicious damage to and/or theft of Offaly County Council property
- The use of alcohol and illicit drugs
- Smoking and vaping, unless in designated areas
- Littering
- Photography, filming, recording, or livestreaming without permission
- Personal property being left unattended while using Offaly County Council facilities

Children should be supervised at all times while using our facilities.

Those under 18 not adhering to the Code of Conduct may not attend the library unless accompanied by a parent or guardian.



Tá Comhairle Contae Uíbh Fhailí tiomanta don tseirbhís is fearr is féidir a chur ar fáil duit ar bhealach éifeachtach measúil.

Chun gur féidir linn an sprioc sin a bhaint amach, táimid ag súil leis an iompar cuí uaitse, an custaiméir:

- Bí cinnte go gcaitheann tú leis an bhfoireann ar bhealach cúirtéiseach, sibhialta agus cothrom gach uair a bhíonn tú i dteagmháil linn, cibé acu go pearsanta, ar an bhfón, i scríbhinn nó ar líne.

Ní ghlacfaimid le:

- Teanga gháirsiúil, bhagrach nó mhíchuí i leith na foirne agus/nó i leith an phobail
- Foréigean nó bagairt foréigin i leith na foirne agus/nó i leith an phobail

Ní ghlacfar leis an iompar seo a leanas in aon cheann dár n-áiseanna:

- Iompar a chuireann isteach ar dhaoine agus iad ag baint úsáid agus taitneamh as an áis
- Damáiste mailíseach do mhaoin Chomhairle Contae Uíbh Fhailí agus/nó goid maoine
- Úsáid alcóil agus drugaí aindleathacha
- Caitheamh tobac nó galtoitíní, seachas i limistéir shainithe
- Caitheamh bruscair
- Grianghrafadóireacht, scannánaíocht, beoshruthú, nó taifeadadh gan chead
- Maoin phearsanta a fhágáil gan aon duine a bheith ina bun a fhad is atá úsáid á baint as áiseanna Chomhairle Contae Uíbh Fhailí

Ba chóir maoirseacht a dhéanamh ar leanaí i gcónaí agus iad ag baint úsáid as ár n-áiseanna

Aon duine atá faoi bhun 18 nach gcloíonn leis an Cód Iompair, ní bheidh cead aige/aici freastal ar an leabharlann mura bhfuil tuismitheoir nó caomhnóir in éineacht leis/léi.