



western riverina  
LIBRARIES

## **Inappropriate Behaviour Policy**

**2017**

## 1. INTRODUCTION

### 1.1 POLICY OBJECTIVES

Western Riverina Libraries are committed to ensuring the health, safety and wellbeing of all persons employed, volunteering, or visiting our Libraries. The safety of staff, volunteers and visitors is paramount at all times. The enjoyment of our Libraries is enhanced by treating everyone with respect and courtesy.

### 1.2 SCOPE OF POLICY

This policy is relevant to all WRL branch libraries and their patrons / visitors.

WRL comprises of six branch libraries and two mobile libraries across five Local Government Areas (LGAs):

- Griffith City Library
- Carrathool Shire Library
- Narrandera Shire Library
- Hay Shire Library
- Jerilderie Library, Murrumbidgee
- Griffith and Murrumbidgee Mobile Library
- Carrathool and Narrandera Mobile Library

### 1.3 DEFINITIONS

Library – Western Riverina Libraries

Clients – Library members, visitors and users of any library facility or equipment.

WRL – Western Riverina Libraries

### 1.4 ADOPTION OF POLICY

This policy has been approved and adopted by the Western Riverina Libraries Committee.

Date of adoption: 26 October, 2017

### 1.5 AVAILABILITY

A copy of this policy can be located on the Western Riverina Libraries website:

[www.wrl.nsw.gov.au](http://www.wrl.nsw.gov.au)

### 1.6 RELATED DOCUMENTS

- o WRL Children's Policy
- o WRL Public PC and Internet Policy
- o NSW Library Regulations 2005
- o NSW Child Protection Act 2000
- o NSW Anti Discrimination Act 1977
- o NSW Occupational Health and Safety Act (2000)

## 2. DEFINITION OF INAPPROPRIATE BEHAVIOUR

Inappropriate behaviour, for the purposes of this policy, is defined as offensive, abusive or aggressive behaviour which may include:

- Rude behaviour, vulgar noises, language, expressions or gestures
- Verbal abuse
- Threatening or offensive behaviour
- Racist comments (verbal or written), behaviours, expressions or gestures
- Physical violence against property or physical violence against a person, volunteer or staff member
- Being in a state of undress
- **Being intoxicated or drug affected**
- **Behaviour which inhibits other people's use of the facility**
- **Any other activity considered generally socially unacceptable**

## 3. POLICY

1. Inappropriate behaviour will not be tolerated in WRL Libraries. If a staff member identifies inappropriate behaviour they will:
  - a) Assess the safety of staff, volunteers and visitors
  - b) Advise the person of their inappropriate behaviour and give a warning that continuing the behaviour will result in being asked to leave the facility
  - c) Refer to the appropriate signage displayed at the facility regarding inappropriate behaviour
  - d) If behaviour continues, ask the person to leave the facility and terminate conversation
  - e) Immediately notify the Library Manager of the incident
  - f) The Library Manager may choose to call police if additional assistance is required
2. If there is a delay in police attendance and the person's behaviour poses a threat to staff or public, then the facility is to be evacuated – public and volunteers first, followed by staff.
3. Under no circumstances are any staff members, volunteers or visitors to physically restrain or remove any person from the facility.
4. Where the General Manager/Facility Director determines to restrict a person's access to the Library, the General Manager/Facility Director will advise the person in writing of the decision. If the address or contact details of the person is unknown, then the letter will be presented to the person if they return to the facility.