

1 Policy History

Revision No.	Issue Date	WRL Committee Adoption Date
1	29/10/2020	29/10/2020
2		
Revision Schedule	To be revised every four (4) years.	
Responsible Officer	Regional Library Manager, Western Riverina Libraries	

2 Policy Objective

Western Riverina Libraries (WRL) aims to provide the community with a safe and welcoming environment in which to access its collections and services.

The purpose of this policy is to clearly outline the behaviour that WRL expects from its visitors in all public places, both onsite and online. It is related to the Library's obligations under *Library Regulation 2018*, Part 3, which outlines the use of libraries and library material and allows for the exclusion of those who breach the Regulation while on the Library's premises.

This policy applies to all visitors to WRL branch libraries.

3 Policy Statement

3.1 Visitor responsibilities

- Treat fellow visitors and Library staff with respect and courtesy.
- Unsociable behaviour will not be tolerated. Unsociable behaviour includes, but is not limited to:
 - Harassing, threatening, or offensive behaviour and language
 - Excessive noise
 - Aggression directed towards persons or property
 - Being under the influence of drugs or alcohol
 - Any behaviour that presents a risk to health and safety, and/or interferes with another person's use of the Library
- Follow the directions of Library staff, including observation and adherence to Library opening hours and emergency procedures.
- Inform Library staff immediately if you identify any risk or potential risk to people or property.

- Under *Library Regulation 2018*, Part 3, Clause 17, a library user may be directed to leave if they do not comply with the Library's policies, if their behaviour is offensive, and/or interferes with another person's use of the Library.
- Serious breaches may result in exclusion from the Library for a period of time as determined by the member Council's General Manager or his/her nominee.

3.2 Personal belongings

- Personal belongings are not to be left unattended. Any items left unattended may be removed and discarded by Library staff.
- The Library is not responsible for any loss or damage that may occur to personal belongings.
- Bags or belongings must not be placed where they may put visitors or staff at risk of injury. For example, power cables must not be placed across areas where people may walk.
- Personal devices used in the Library are to be appropriately maintained and safe to use.

3.3 Smoking

- Smoking is prohibited inside Library buildings.
- Smoking is also prohibited outside, within 10 meters of a Library building.

3.4 Standards of dress

- To preserve the health and safety of all Library users, visitors must meet acceptable levels of dress and personal cleanliness.
- Footwear must be worn.

3.5 Quiet environments

- WRL branch libraries may have designated quiet areas.
- Disruptive behaviour and excessive noise are not acceptable in any public space in the Library.
- Headphones are to be used when listening to music or other multimedia. The volume must be at a level that cannot be heard by other visitors or staff.
- Group discussions and mobile phone conversations must be kept at an acceptable level that does not disturb other Library users, and are preferably conducted in study or meeting rooms.

3.6 Library equipment and material

- Damaging or misuse of Library equipment, facilities or furniture is not acceptable. This includes disconnecting Library equipment or using it for any purpose other than its intended use.
- Damaging Library material in any way, such as marking, cutting, attaching adhesive notes and tampering with security tags, is not permitted.
- Local History material must be handled according to Library guidelines.
- A person must not deliberately misplace or hide Library material, or remove from the Library material that has not been loaned out.

3.7 Copyright

- When copying Library materials and sharing material online, you are responsible for observing the provisions of the *Copyright Act 1968* (Cth) with respect to materials in copyright.

3.8 Internet usage

- Internet usage must be in accordance with our *Computer and Internet Usage Policy* which details conditions of use.
- Readers and visitors are not permitted to access, download or print pornographic or offensive material and must comply with the *Classification (Publications, Films and Computer Games) Enforcement Act 1995* (NSW).

3.9 Unsupervised children

- Parents and guardians are responsible for their child's use of the Library, in line with this policy and the Library's *Children and Young People Policy*.
- The Library offers a range of services that support the information, literacy, education and recreational needs of young people. However, the Library does not provide care facilities as part of this service.
- Children must not be left unsupervised in the Library. Unsupervised children can be at risk in any public place, including libraries. Library staff do not supervise children and there is a risk that unattended children may leave the Library at any time, hurt themselves, or be approached by strangers.
- Parents and guardians are advised of the following procedure in relation to unsupervised children in the Library:
 - Library staff will attempt to contact their parent or guardian.
 - If a parent or guardian cannot be reached or do not resume supervision of their children within a reasonable amount of time, Library staff will contact the NSW Police to ensure the child's safety.

3.10 Photography and filming

- By attending the Library and/or Library events you agree that your photo may be taken by Library staff and used in Library promotional material.
- Library visitors must not take identifiable images of people in photographs or films without their permission.

3.11 Business conduct on Library premises

- The sale of goods or services, distribution and display of promotional material, circulation of petitions or surveys, or charitable collecting is not permitted without the express permission of the Library Manager.

3.12 Breaches of this policy

- Visitors are advised of the following procedure in relation to breaches of this policy. When unacceptable behaviour is identified, Library staff will:
 - Assess the safety of all persons present.
 - If safe to do so, approach and direct the person to stop any unacceptable behaviour. Warn that continued unacceptable behaviour will result in being expelled from the Library.
 - If not safe to approach the person, consider evacuating the building starting with people in the immediate vicinity or at risk of harm.
 - If the unacceptable behaviour continues, direct the person to leave the Library.
 - Immediately notify Library Management of the incident.
 - Police may be called if additional assistance is required.
- Serious breaches may result in exclusion from the Library for a period of time as determined by the member Council's General Manager or his/her nominee.

3.13 Responsibility for implementation of this policy

- Western Riverina Libraries Committee is responsible for review and adoption of this policy.
- Library Managers and supervisors are responsible for managing processes relevant to this policy and communicating this policy to staff.
- Library staff are responsible for understanding and complying with this policy.

3.14 Feedback

WRL welcomes your feedback on this Policy. Feedback should be directed to:

Regional Library Manager, Western Riverina Libraries

Mail PO Box 807, Griffith NSW 2680

Email library@griffith.nsw.gov.au

4 Definitions

Child 0-11 years old

Young person 12-15 years old

Western Riverina Libraries (WRL) branch libraries include:

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

5 Legislation

Related key legislation:

- *Copyright Act 1968* (Cth)
- *Library Act 1939* (NSW)
- *Library Regulation 2018* (NSW)
- *Work Health and Safety Act 2011* (Cth)

6 Related Documents

6.1 Policy development

The following resources informed the development of this document:

- *Library Regulation 2018* (NSW)
- *Reader and visitor code of conduct*. State Library of NSW. 2020.
- *Visitor policy*. Riverina Regional Library. 2018.

6.2 Related Western Riverina Libraries Policies

- *Children and Young People Policy*
- *Collection Development Policy*
- *Computer and Internet Use Policy*
- *Membership Policy*