

CONDITIONS OF USE

Procedure 2.8.7

Policy No. and title	2.8	Library Service Policy
Procedure	2.8.7	Conditions of Use
Version	1	
Date Adopted	23 August 2012	

1 OBJECTIVES

- To clearly identify conditions of use of all Libraries within the Kempsey Shire.
- To outline the rights and responsibilities of Library users.
- To outline the supervision expectation of parents/caregivers.

2 STATEMENT

2.1 Principles

- a) The Kempsey Shire Library is a free service. All of our libraries provide a common space where people can come together to borrow library items, study, read and socialise.
- b) All users can expect a welcoming environment where people adhere to principles of good behaviour as detailed in Clause 3.2.
- c) Library members have the following rights:
 - i) Free Library membership and loans;
 - ii) Privacy – your membership and loan information is confidential;
 - iii) To be treated with respect and courtesy;
 - iv) To feel welcome and at ease in an environment that is safe and well maintained;
 - v) To receive assistance from Library staff with your enquiries; and
 - vi) To use library facilities and resources.

3 Conditions of Use

3.1 Library members have the following responsibilities

- a) To return borrowed items on time;
- b) To pay any fees and charges;
- c) To follow the rules for computer use;
- d) To cooperate with requests from Library staff;
- e) To treat other Library users and Library staff with respect and courtesy;
- f) To behave in a manner that does not disturb other Library users;
- g) To keep any valuable items with them at all times; and
- h) To inform Library staff promptly of any concerns you have relating to the behaviour of other clients.

3.2 Library users will adhere to the Client Code of Conduct

- a) We are committed to providing a Library Service which provides a welcoming and safe environment.
- b) This code outlines the conduct we expect from clients and conforms to the conditions contained in the Library Regulation 2000.

Client Code of Conduct

- a) Treat fellow clients and Library staff with respect and courtesy. Unsociable behaviour, including excessive noise and harassing clients or staff, is not acceptable.
- b) Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety and the interests of other clients using Library facilities.
- c) Maintain a quiet environment in the Reference Library. Disruptive behaviour and excessive noise are not acceptable.
- d) Mobile phones and personal audio devices should be used with consideration of others. The Reference Library is a quiet space - phones should be turned to silent.
- e) Take care of Library collections, equipment and furniture. Damaging Library material through marking, cutting or tampering with security tags is not acceptable.
- f) Ensure Library material is not hidden or deliberately misplaced.
- g) Leave the Library when requested at closing time and during emergency procedures.

Please note:

- a) Assistance and Therapy animals are welcomed. All other pets should be left at home.
- b) Food and drink are not to be consumed near any computers or equipment. Only cold food items may be brought into the Library.
- c) Theft, vandalism, assault, carrying a weapon and other criminal offences will be referred to the NSW Police by Library staff.
- d) Photographs may not be taken by members of the public without express permission
- e) Requests with a political or religious bias will be refused.
- f) People conducting religious or political business within our libraries will be asked to leave.

3.3 The Supervision of Children

Refer to Unattended Children procedure (2.8.5).

3.4 Non Compliance

- a) If these conditions of use are not followed appropriately the NSW Library Act 1939* empowers delegated Council Officers to:
 - i) Direct any person to leave the Library or any branch
 - ii) Exclude any person from the Library or any branch for up to one year, according to the Infringement Schedule.

Behaviour	Penalty
Downloading inappropriate material from the internet	One warning, then immediate exclusion from use of computers for two weeks. If behaviour is repeated on subsequent visits, letter from Head Librarian excluding offender for one month.
Overriding a computer booking	One warning, then immediate exclusion from use of computers for two weeks. If behaviour is repeated on subsequent visits, letter from Head Librarian excluding offender for one month.
Excessively loud behaviour	Two warnings, then exclusion from library for the day. If behaviour is repeated three times in a fortnight, letter from Head Librarian excluding offender for two weeks.
Use of obscene and/or profane language	One warning, then immediate exclusion from the Library for the day. If behaviour is repeated on subsequent visits, letter from Head Librarian excluding offender for two weeks.
Bullying/physical fighting between children	Immediate exclusion from Library for up to two weeks. Letter sent from Head Librarian.
Refusal to cooperate with a reasonable request from Library staff	One warning, then immediate exclusion from the Library for the day. If behaviour is repeated on subsequent visits, letter from Head Librarian excluding offender for two weeks.
Customer aggression	One warning, then immediate exclusion from Library for one month. Incident report to Human Resources and the Director of Community Engagement. Letter sent from Head Librarian.
Stealing Vandalising other Library users possessions, or Library equipment, materials and property	Exclusion from the Library for two months. Head Librarian informed. Matter reported to Police. Letter sent from Director Community Engagement.
Assault	Immediate exclusion from Library. Matter reported to Police. Head Librarian informed. Length of exclusion pending decision and written notification from the General Manager. If staff member involved, incident report to Human Resources and the Director of Community Engagement.

Behaviour	Penalty
Threat to use, or use of any weapon	<p>Immediate exclusion from Library.</p> <p>Matter reported to Police.</p> <p>Head Librarian informed.</p> <p>Letter sent from Director of Community Engagement.</p> <p>Re-entry to Library dependent on approval from the General Manager following one year exclusion period.</p> <p>If staff member involved, incident report to Human Resources and the Director of Community Engagement.</p>
Attempting to enter Library premises during a period of exclusion	<p>Immediate exclusion from Library.</p> <p>Head Librarian informed.</p> <p>Depending on nature and severity of the original offence additional time may be added to the exclusion period, as determined by the Head Librarian or the Director of Community Engagement.</p>

iii) In cases where a person continually/regularly displays inappropriate behaviour, an extended exclusion period of up to 12 months may be imposed as determined by the Director of Community Engagement.

- b) Customers are to be advised by the shift supervisor and another staff member if possible of the penalty relating to their inappropriate behaviour as per the above schedule of penalties. If appropriate the customer may be issued with a copy of this procedure.
- c) All formal warnings and exclusion incidents are to be reported and documented as required.
- d) The shift supervisor does not have to witness an act or event in order to deliver a warning or ask a customer to leave. This action may be taken on advice of staff or Library users.
- e) All incidents as listed in the schedule of penalties are to be recorded by the shift supervisor.
- f) Following warnings as specified in the schedule of penalties, the shift supervisor can direct a customer to leave the Library, following an explanation of the penalty to be incurred.
- g) If the infringement only involves exclusion for the day, the customer is to be informed they can come to the Library the next day. The Head Librarian is to be notified of the name of the person being asked to leave and the reason for their exclusion.
- h) In instances where a disruptive/aggressive customer refuses to leave the Library the Police are to be called using the "000" emergency number.

VARIATION

Council reserves the right to review, vary or revoke this procedure which will be reviewed periodically to ensure it is relevant and appropriate.