



## Policy

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### 90 BERRIGAN SHIRE LIBRARY SERVICE - PATRON CODE OF CONDUCT

File Reference No: 03.095.2

Strategic Outcome: Supported and engaged communities

Date of Adoption: 18/01/2017

Date for Review: 13/11/2019

Responsible Officer: Director Corporate Services

#### 1. POLICY STATEMENT

The Berrigan Shire Library Service is committed to providing a welcoming and safe environment for research, study and learning for all users, members and staff.

Users and patrons of the Berrigan Shire Library service can expect Berrigan Shire Library Service staff to abide by the Council's Code of Conduct; to treat people fairly and equitably and to not harass or discriminate against members of the public.

In return, users and patrons are expected to ensure their conduct meets acceptable standards and does not impinge on the right of library staff to have a safe workplace and the use and enjoyment of the library service by other patrons.

This code outlines the conduct the Library Service expects from visitors, members and staff, both onsite and when interacting online. It is based on the Library Regulation 2010 made under the *Library Act* 1939.

#### 2. PURPOSE

This Policy defines acceptable conduct and behaviours of users of the Berrigan Shire Library Service to ensure the Berrigan Shire provides a high quality library environment and effective service.

#### 3. SCOPE

This policy applies to patrons and members of the Berrigan Shire Library Service and users of any service provided by the Berrigan Shire Library Service.



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### 4. OBJECTIVE

This policy is developed to assist the Council with Delivery Plan Objective 2.2.1.1

*Co-ordinate and deliver local library services in accordance with the Library Services Strategic Plan 2014-2018.*

### 5. DEFINITIONS

- *Council* means Berrigan Shire Council
- *Library* means *Library* belonging to, or under the control or management of Council and includes the buildings, rooms, offices, passageways, foyers, meeting rooms, adjacent entrances and sanitary facilities at Barooga, Berrigan, Finley and Tocumwal.
- *User or Patron* means any person or entity, whether or not a member, who visits a Library for the purpose of using any Library resources and /or facilities.
- *Member* means a user who has fulfilled the requirements for membership of the Library and has a current membership
- *Authorised staff member* means any person officially employed or contracted by Council

### 6. POLICY IMPLEMENTATION

This Library Code of Conduct outlines the behaviours that the Library expects from its patrons in all public spaces, both online and onsite.

It is related to the set of standards based on the Library Regulations 2010, which outlines the use of libraries and library materials and allows for the exclusion of those who breach the Regulation throughout the Library premises of Barooga, Berrigan, Finley and Tocumwal.

A copy of this Code of Conduct will be available at each branch of the Berrigan Shire Library Service and on the Council's website.

#### 6.1. Responsibilities:

##### General responsibilities

Users and patrons of the Berrigan Shire Library Service are expected to:

- Treat all patrons and Library staff with courtesy and respect, showing regard for their needs, sensitivities and rights. Unsociable behaviour, including harassment of patrons or staff, or using offensive language is not acceptable.



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- Leave the Library when requested at closing time and during emergency procedures, or if directed to do so by Library staff.
- Inform Library staff immediately if you become aware of any risk or potential risk to people or property.

Children under the age of 8 years must be in the company of an adult or Library staff member at all times.

When copying Library materials and sharing materials online, patrons are responsible for observing the provision of the *Copyright Act 1958* with respect to materials in copyright.

The following specific responsibilities also apply

### Bags and belongings

The following bag restrictions apply:

- Laptop bags are permitted.
- Library staff reserve the right to inspect your equipment, folders, bags and property as you enter or leave the building.
- Belongings are not to be left unattended. Any items left unattended will be removed by 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 staff or patrons at risk of injury.
- For storage of equipment, bags and belongings, please ask staff.

### 6.1.1. Food and drinks, smoking:

The following food and drink restrictions apply:

- Food and drinks are not permitted near the computers
- Food may be consumed within the premises subject to staff agreement but preference is given to eating outside if weather permits.
- Smoking, including the use of e cigarettes is not permitted on Library premises.



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- Alcohol consumption is not permitted.

### Dress:

Acceptable levels of dress and personal cleanliness must be met, in the interests of other patrons using the Library.

Footwear must be worn.

### Quiet Environment:

A quiet environment for study must be maintained.

- Disruptive behaviour and excessive noise are not acceptable in any public space in the Library.
- Mobiles phones must be switched to silent when patrons are studying. Talking on mobile phones is not permitted in study areas.
- Headphones are to be used when listening to music or other multi-media. The volume must be at a level that cannot be heard by other clients or staff.
- Group discussions and mobile phone conversations may be conducted in the community rooms, but must be kept at an acceptable level that does not disturb other clients.

### Library Equipment and materials

Damage or misuse of Library equipment, facilities or furniture is not acceptable. This includes disconnecting Library equipment or using it for any other purpose than its intended use.

Library Equipment is strictly for the use of Library materials only.

Damaging Library materials in any way, such as marking, cutting or tampering with security tags is not permitted. Hiding or removing Library material is not permitted.

### Personal devices

Power is provided at strategic points in the Library for the use of personal devices such as laptops.

Personal devices should not be left unattended. Any items left unattended will be removed by staff.



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The Library accepts no responsibility for any loss or damage that may occur to personal devices. It is the responsibility of the patron to ensure that any personal devices used in the Library are appropriately maintained and safe to use.

Power cables must not be placed where they may put clients or staff at risk of injury.

### Internet Usage:

Internet usage must be in accordance with the Library Service's Internet usage policy which details conditions of use.

Patrons are not permitted to access, download or print pornographic or offensive material. Patrons must comply with the *Classification (Publications, Films and Computer Games) Enforcement Act (NSW) 1995*.

### Library Website and Social Media accounts

Participation in the interactive sections of the Library website must be in accordance with the Website Terms of Use.

When interacting with the Library on social media sites you may be agreeing to terms and conditions of third parties that govern your access to and use of those platforms. It is your responsibility to ensure that you comply with any third party terms and conditions.

If the Library becomes aware that a patron breaches the terms and conditions of a third party provider, the Library reserves the right to take action as appropriate, including:

- (i) removing offending content from the Library's account, where possible, and
- (ii) reporting the patron to the relevant authorities, including the third party provider.

The Library is not responsible for, nor endorses, any content that is contributed to either the Library's website or any third party website. Please read the website disclaimer for more information.

Removal of any content from the Library's social media accounts and website, as well as the decision to exit from a social media account, is at all times within the discretion of the Library.

### Photography and filming

Permission from Library staff is required before taking professional photographs or filming in the Library. Flash photography is not permitted.



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Identifiable images of people cannot be included in your photographs or films, without their permission.

Patrons who do not comply with Library Regulation 2010 and the Library Code of Conduct may be directed to leave the Library and or be excluded from interacting on the Library's website. Serious breaches of the Regulation may result in an exclusion and/or termination of your website user account.

### 6.2. Enforcement

#### General enforcement

Library staff are responsible for the enforcement of this Code of Conduct. Where possible, this will be by the way of reminders to patrons about acceptable behaviour when using Library facilities and services.

However, where breaches of this Code are repeated and/or of a serious nature (i.e. puts library staff and/or patrons at risk), the Library Service will take action to prevent future breaches and ensure the library remains a welcoming and safe environment for research, study and learning for all users, members and staff.

Library staff will keep suitable records of repeated and/or serious breaches.

#### Specific actions

Where patrons of the Library Service repeatedly or seriously breach this Code, Library Staff may:

- Withdraw use of a particular library service (e.g. the computers or the internet)
- Request the patron leave the library and not return for a period up to one week.

If the breaches continue or is of a very serious nature, the Library Manager may prohibit, on a temporary and/or indefinite basis, the patron from any access to Library Service facilities or services.

The patron must be given written notice of his/her ban. This notice must include:

- The duration of the prohibition
- The reasons for the prohibition
- Details on how to have the prohibition reviewed



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### Review

Any patron prohibited from use of Library Service facilities may request a review of his/her prohibition from the Berrigan Shire Council General Manager.

This request must be in writing. Any determination by the General Manager on a review is final.

## **7. RELATED LEGISLATION, POLICIES AND STRATEGIES**

### 7.1. Legislation

- *Library Act 1939*
- *Library Regulation 2010*
- *Local Government Act 1993*
- *Work Health and Safety Act*
- *Copyright Act 1958*
- *Classification (Publications, Films and Computer Games) Enforcement Act 1995*

### 7.2. Other policies and strategies

- State Library NSW - Client Code of Conduct
- ALIA Statement on Public Library Services
- Berrigan Shire Library Service – Strategic Plan 2014-2018
- Berrigan Shire Public Internet Usage Policy
- Berrigan Shire Code of Conduct
- Berrigan Shire Social Media Policy
- Berrigan Shire Library Collection Policy
- Berrigan Shire Library Service Children and Young People Policy