



GLEN INNES SEVERN COUNCIL
Glen Innes Severn Public and TAFE Library
Library Users Code of Conduct

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| RESOLUTION NUMBER: | 22.06/20 | MEETING: | 25 June 2020 |
| | 14.12/19 | | 19 December 2019 |
| | 24.09/16 | | 22 September 2016 |
| | 9.10/13 | | 24 October 2013 |
| | 25.09/10 | | 23 September 2010 |
| | 20.03/09 | | 26 March 2009 |
| | 25.09/06 | | 21 September 2006 |

INTRODUCTION

This policy is supported by the *Library Regulation 2010*, in force under the *Library Act 1939*, and prepared by the Manager of Library and Learning Centre in consultation with the TAFE Librarian, Library staff and Glen Innes Severn Council.

These guidelines have been established to ensure Library users and Library staff are provided with a safe and comfortable environment, which is a Workplace, Health and Safety (WHS) requirement. The Glen Innes Severn Public and TAFE Library are committed to ensuring a welcoming environment that is conducive for research, study, browsing, leisure and learning.

This policy outlines the conduct expected from our users and conforms to the conditions contained in the *Library Regulation 2010* (in force under the *Library Act 1939*), which gives Libraries the power to exclude Library users who interfere with any other person's use of the Library.

AIMS OF POLICY

The aim of this policy is to:

- Assist Library staff to effectively manage difficult situations within the Library;
- Inform Library members of their responsibilities while using Library facilities; and
- To reinforce WHS requirements for a safe and comfortable environment for Library members.

Behaviour

Library users are to treat fellow users and Library staff with respect and courtesy. Any conduct that interferes with the ability of library users or staff to feel safe and to be productive in the Library environment, will not be tolerated.

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Such behaviour may include:

- Experiencing flu or cold symptoms which include coughing, sneezing and visibly sick;
- Unsociable behaviour, such as harassing customers or Library staff, offensive or abusive language and gestures, fighting, running or shouting;
- Conversation or noise that, in the estimation of Library staff, is above an acceptable noise level and is disturbing to other users;
- Bags and personal belongings are your responsibility and must not cause a trip hazard to other users;
- Being under the influence of drugs and / or alcohol;
- Personal audio equipment played at levels that can be heard by others;
- Using computers to access pornographic, offensive or objectionable material or for any unlawful purpose as outlined in the Library's Internet Policy;
- Disturbing others with strong odours (e.g. perfumes, alcohol or unsanitary personal conditions).

Workplace, Health and Safety (WHS)

Management and staff are committed to Workplace, Health and Safety principles, and follow the Glen Innes Severn Council's WHS policies and procedures. Library users are requested to follow safety requests by staff, particularly in the advent of pandemics, influenzas outbreaks, fire, medical emergencies or suspected terrorist activities.

The Glen Innes Severn Learning Centre has an electronic fire alarm that will automatically or manually activate. If the alarm is activated, Library users must make their way to the nearest emergency exit. Please remain calm and follow the directions given by the Library's Fire Wardens. Always make sure you know where your children are and take their hand and lead them to the nearest exit. Our Emergency Assembly Area is on the northern corner of the block, close to Glen Industries and Grey Street.

Risk assessments are completed regularly throughout the Learning Centre and on the surrounding block. Management and staff welcome any safety observations that are made by our users.

Influenzas and World Health Organisation (WHO) declared Pandemics

To keep the community, staff and volunteers healthy and safe, the Library will restrict visitors to the Library and Learning Centre who are experiencing flu or cold symptoms and will arrange a 'no contact' resource delivery while they are sick and experiencing symptoms.

School children home from school due to sickness, should not be in the Library and should be home recovering from their sickness. The Library is not a child-minding facility and children should be cared for by an appropriate adult.

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Library members have an obligation to follow:

- Social distancing requirement of 1.5 square metres, visitor limitations determined on the 4 square metres by size of room;
- Using hand sanitizers and anti-bacterial wipes;
- Computer usage restrictions (social distancing, cleaning and sanitizing); and
- Social space restrictions on chairs, lounges, study desks.

Suggestions or Complaints

Library management and staff welcome feedback from Library users, as it is a valuable source of information, which helps to provide an improved service. A suggestion box is located near the circulation desk and any suggestions will be dealt with at staff meetings.

The Library follows the Glen Innes Severn Council's complaint management system and complaint policy, which states that 'persons [are invited] to lodge complaints and/or compliments either verbally (in person or by telephone) or in writing to any Councillor or staff member'. For more information, a copy of the policy can be obtained from the Library.

TAFE NSW also welcomes feedback from students, staff and the community through a formal suggestion / complaint process. This process is outlined in the *Student Guide* and is discussed at an orientation class at the beginning of your course. Forms are used to record this information and will be dealt with in a prompt and confidential manner. A suggestion / complaint form can be obtained from Library staff or from our information stand.

Smoking

Smoking is not permitted in the Library.

Food and Drink

Library users are requested to consume their drinks seated at the tables in the Celtic / Local Studies area or outside the Library. Food provided for Library functions is also to be consumed in the Celtic / Local Studies area or the Conference Room.

Internet Usage

The Library exercises no limitation on access to publications classified *Unrestricted* under the *Classification (Publications, Films and Computer Games) Act 1995*. The Library has no censorship role in its choice of the Library resources that form this collection.

The Library protects the public's right to know and does not monitor or control the content of materials offered through the Internet. Library staff are available to assist clients in the use of the Internet, and to recommend websites on particular subjects.

A number of appropriate websites have been selected for inclusion in the Library's electronic collections.

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However, where a Library user is found to be using Library computers for *any unlawful purpose* or using Library computers or their own personal devices to access *pornographic or offensive material*, the Library staff reserve the right to direct the user to leave the Library. Library staff are able to direct the user to not re-enter the Library for a specific period and to report unlawful conduct to the relevant Authorities.

Library users are reminded to protect their logins and passwords. Always log out of sites, in particular, personal sites for banking, emails or social interaction i.e. Facebook, dating services.

Parents / carers are responsible for their child's use of the Internet, in line with the *Library's Internet Policy* and the *Library's Young People's Policy*.

The Library encourages parents / carers to set their own family rules in consultation with their children. It is the responsibility of parents / carers to monitor young people's selection and use of Library resources.

Library collections are available to all Library users without restriction. It is not the responsibility of the Library or its staff to exercise a supervisory or restrictive role in determining which Library resources people may use or access.

TAFE Internet / Computer Use

A TAFE users name and password must be entered into the TAFE designated computers to gain access. Students and staff must agree to the conditions of use stated on the log in screen.

Responsibility for Children

Libraries are busy public places, open to all, and staff cannot judge which members of the public present a possible danger to children. In addition, Libraries do not have the facilities to attend to children who are sick, injured or hungry.

Young children left alone in a Library can become distressed, bored or disruptive. Library users, including young people, who disturb other Library users, may be removed from the Library under the *Library Act 1939*.

Any child left unattended in a Public Library may be classed as a child or young person at risk of harm under the *Children and Young Persons (Care and Protection) Act 1998*, s23, and subsequently may be reported as such to the Department of Human - Community Services under s24 or s27 of the Act.

Code of Conduct Offenders

Users who do not comply with the Library's Code of Conduct will be given three (3) warnings related to the unacceptable behaviour and then will be banned from the Library for a period of six (6) months.

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If a user exhibits threatening or extreme behaviour an immediate ban will be imposed for 12 months and if necessary, the police will be called to escort them from the Library.

In addition to complying with the Library's Code of Conduct, TAFE students are required to comply with the '*TAFE Student Discipline Policy*'. Failure to do so will result in disciplinary action as outlined in the '*TAFE Student Discipline Policy*'.

Library Regulation 2010

The *Library Regulation 2010* (in force under the *Library Act 1939*) gives Libraries the power to exclude Library users who interfere with any other person's use of the Library. Libraries should determine local standards for acceptable behaviour and appropriate exclusion periods consistent with the provisions in the Regulation. Section 17 outlines the broad circumstances under which users may be directed to leave the Library.

Section 17 – Library users may be directed to leave

1. Library staff member may direct any person to leave the Library, and not to re-enter the Library for such period as the staff member directs, if the staff member is of the opinion that:
 - a) the person has contravened any provision of this Part, or
 - b) the person's condition, conduct, dress or manner is likely to give offence to any person in the library or to interfere with any other person's use of the Library.
2. A person to whom such a direction is given must not fail to comply with the direction.
3. The period for which a person may be excluded from the Library by such direction must not exceed the maximum period determined by the governing body of the Library.

Note

It is recommended that the NSW local authorities set a maximum period of exclusion from the Library. One (1) year is a common maximum period.

APPLICABILITY

This policy applies to all Library members and visitors attending the Library.

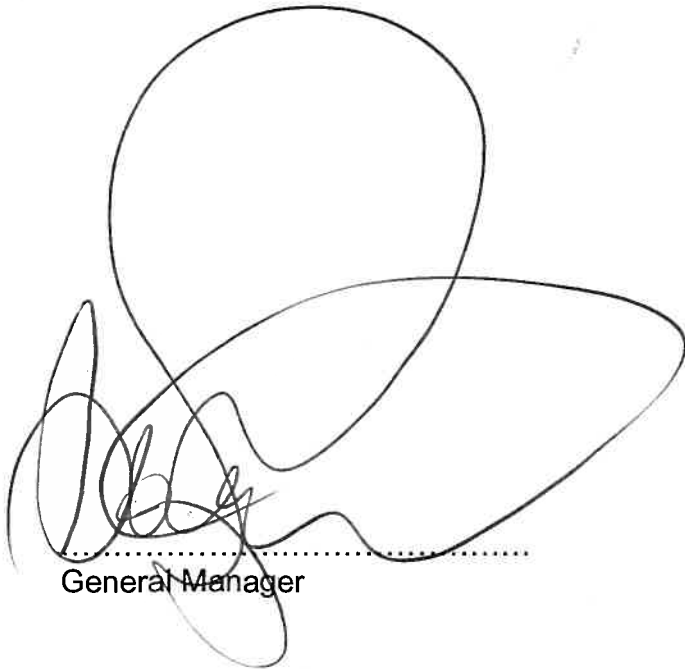
IMPLEMENTATION / COMMUNICATION

Changes to this Policy will be communicated to staff members and volunteers of the Glen Innes Severn Learning Centre by the Manager of Library and Learning Centre.

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VARIATION AND REVIEW

This Library Code of Conduct Policy shall be reviewed every three (3) years, or earlier, if deemed necessary, to ensure that it meets the requirements of legislation and the needs of Council. The term of this policy do not expire on the review date, but shall continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.



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General Manager

20/7/20
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Date

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