

CITY OF
CANADA BAY
LIBRARY
SERVICES

CONDITIONS OF USE POLICY

Date of Adoption: 19 July 2011

Effective Date: 19 July 2011

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Objectives

The objectives of this policy are to:

- Clearly identify conditions of use of all libraries within the City of Canada Bay
- Incorporate the 'Library Services – Code of Conduct' within the policy
- Provide a peaceful and welcoming environment for all library members and visitors and council staff
- Outline the rights and responsibilities of library members and visitors
- Outline the supervisory responsibilities of parents

Scope

This policy applies to all members of, and visitors to, the City of Canada Bay Library Service. It may be applied by all staff of the library service.

Definitions

'The City of Canada Bay Library Service' or 'the library' refers to Concord and Five Dock libraries.

Principles

The City of Canada Bay Library Service is a predominantly free service provided by the City of Canada Bay. Both Concord and Five Dock libraries provide a common space where people can come together to borrow library items, study, read and socialise. See also *Children, Young People and Library Services Policy*.

All members and visitors can expect a welcoming environment where people adhere to principles of good behaviour and the "*Members and visitors Code of Conduct*"

Library members' and visitors rights

Library members have a right to:

- Free library membership and loans
- Privacy – your membership and loan information is confidential
- be treated with respect and courtesy
- feel welcome and at ease in an environment that is safe and well maintained
- receive assistance from library staff with your enquiries
- use and/or access library facilities and resources provided for the public

Conditions of Use

Library members' and visitors responsibilities

Library members and visitors have a responsibility to:

- Have their library card with them to access facilities and resources and to borrow items
- Return borrowed items complete, undamaged and on time
- Pay any fees (e.g. for overdue or damaged items)
- Follow the conditions of use for computer access and the Code of Conduct
- Co-operate with requests from library staff
- Treat other library members and visitors and library staff with respect and courtesy
- Behave in a manner that does not disturb other library members and visitors
- Keep any valuable items with them at all times
- Inform library staff promptly of any concerns you have relating to the behaviour of other members and visitors.

Library members and visitors are expected to adhere to the Code of Conduct. We are committed to providing a Library Service which provides a welcoming and safe environment.

This code outlines the conduct we expect from members and visitors and conforms to the conditions contained in the Library Regulation 2000.

Library Members and Visitors Code of Conduct

- Treat fellow members, visitors and Library staff with respect and courtesy. Unsociable behaviour, including excessive noise and harassing members and visitors or staff, is not acceptable.
- Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety and the interests of other members and visitors using Library facilities.
- Maintain a quiet environment in any study areas of the library. Disruptive behaviour and excessive noise are not acceptable.
- Mobile phones and personal audio devices should be used with consideration of others. Study areas within the library are quiet spaces – phones should be turned to silent mode.
- Take care of Library collections, equipment and furniture. Damaging Library resources or equipment through marking, cutting or tampering with security tags is not acceptable.
- Ensure Library material is not hidden or deliberately misplaced.
- Leave the Library when requested at closing time and during emergency procedures.

Please note

- Assistance and therapy animals are welcomed. All other pets should be left at home.
- Food and drink are not to be consumed near any computers or equipment.
- Theft, vandalism, assault, carrying a weapon and other criminal offences will be referred to the NSW Police by library staff.

Non Compliance

If these conditions of use are not followed appropriately the NSW Library Act 1939* empowers delegated officers to:

- Direct any person to leave the library; and
- Exclude any person from the library in accordance with the *Exclusion Schedule* listed in this document.
- Once the exclusion period has expired the excluded person should meet with a library co-ordinator or the library manager to ensure they are aware of the Conditions of use Policy and undertake to abide by it.

Exclusion Schedule

Behaviour	Exclusion
Downloading inappropriate material from the Internet	Immediate exclusion from use of computers for two weeks. If behaviour is repeated on subsequent visits, letter from Manager, Library Services excluding offender for three months. Further repetition will result in permanent exclusion from use of computers and the Internet within the library.
Excessively loud behaviour	Three warnings, then exclusion from library for the day. If behaviour is repeated three times in a fortnight, letter from Manager, Library Services excluding offender for two weeks.
Use of offensive language	One warning, then immediate exclusion from the library for the day. If behaviour is repeated on subsequent visits, letter from Manager, Library Services excluding offender for two weeks.
Bullying - Physical fighting between children	One warning, then immediate exclusion from library for up to two weeks, following library procedures. Letter sent from Manager, Library Services.
Aggression	One warning, then immediate exclusion from library for one month. Incident report to Human Resources and the Director of Community Development. Letter sent from Manager, Library Services.

Stealing - Vandalising other library users possessions, or library property	Matter reported to Police. Exclusion from the Library for two months. Manager, Library Services informed. Letter sent from Director of Corporate Services.
Assault	Matter reported to Police. Immediate exclusion from library. Manager, Library Services informed. Length of exclusion pending decision and written notification from the General Manager.
Threat to use, or use of any weapon	Matter reported to Police. Immediately evicted from library. Manager, Library Services informed. Letter sent from Director of Community Development. Re-entry to library dependent upon approval from General Manager following one year exclusion period.

Responsibilities

Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

Procedures

Specific procedures for the implementation of this policy are clearly outlined in *City of Canada Bay Library Service's Procedures Manual*.

Complaints

- Any complaint or appeal will be dealt with in the first instance by the Shift Supervisor. Complaints or appeals may also be emailed to library@canadabay.nsw.gov.au.
- Complaints or appeals that cannot be resolved at this level will be referred first to the Concord, Five Dock or Client Services Co-ordinators and if still unresolved then referred to the Manager, Library Services.
- If the members or visitors remains unsatisfied, they may write to:

The General Manager
City of Canada Bay
Locked Bag 1470 Drummoyne NSW 1470
Email: council@canadabay.nsw.gov.au