



Title: Library Services - Conditions of Use

Category: Operating – Service Delivery – Library Services

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Policy owner: Director of Corporate Services (Library Services)

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Modification history: This policy replaces and updates the *Library Services - Client Code of Conduct*.

Related legislation: New South Wales Library Act 1939

Related policies: Library Services – Unattended Children
Library Services - Customer Exclusion

Related procedures: Removing Disruptive Children from the Library

Related forms: Library Guidelines Brochure

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1. Purpose

The purpose of this policy is to outline conditions of use of all libraries within the City of Canterbury. The Conditions of Use Policy is created to ensure that everyone can have a safe and pleasant library experience.

2. Objectives

The objectives of this policy are to:

- Clearly identify conditions of use of all libraries within the City of Canterbury
- Incorporate the “Library Services – Code of Conduct” within the policy
- Provide a peaceful welcoming environment for all library users and council staff
- Outline the rights and responsibilities of library users
- Outline supervision expectations of parents

3. Scope

This policy applies to all users of the City of Canterbury Library. It may be applied by all staff of the library service.

4. Definitions

“The City of Canterbury Library” or “the library”

Refers to all branches of the library service (Campsie, Earlwood, Lakemba, Riverwood).

5. Principles

- 5.1 The City of Canterbury Library is a free service provided by Canterbury City Council. All of our libraries provide a common space where people can come together to borrow library items, study, read and socialize.
- 5.2 All users can expect a welcoming environment where people adhere to principles of good behaviour and the “*Client Code of Conduct*”
- 5.3 Library members have the following rights:
 - Free library membership and loans
 - Privacy – your membership and loan information is confidential
 - To be treated with respect and courtesy
 - To feel welcome and at ease in an environment that is safe and well maintained
 - To receive assistance from library staff with your enquiries
 - To use library facilities and resources

6. Conditions of use

6.1 Library members have the following responsibilities

- To return borrowed items on time
- To pay any fees (late or damaged items)
- To follow the rules for computer use and the Code of Conduct
- To cooperate with requests from library staff
- To treat other library users and library staff with respect and courtesy
- To behave in a manner that does not disturb other library users
- To keep any valuable items with them at all times
- To inform library staff promptly of any concerns you have relating to the behaviour of other clients.

6.2 Library users will adhere to the Client 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 clients and conforms to the conditions contained in the Library Regulation 2000.

Client Code of Conduct

- Treat fellow clients and Library staff with respect and courtesy. Unsociable behaviour, including excessive noise and harassing clients 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 clients using Library facilities.
- Maintain a quiet environment in the Reference Library. Disruptive behaviour and excessive noise are not acceptable.
- 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.
- Take care of Library collections, equipment and furniture. Damaging Library material 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. Only cold food items may be brought into the library.
- Theft, vandalism, assault, carrying a weapon and other criminal offences will be referred to the NSW Police by library staff.

6.3 The Supervision of Children

- Although library staff take care to ensure the safety of all library users, they cannot provide child minding services, as they are not childcare workers.
- Children under 8 years old must be accompanied and supervised by an adult at all times.
- Children left unsupervised for prolonged periods can become distressed, bored and disruptive.
- Parents are advised to be aware of the following procedures in relation to unsupervised children in the library:
 - If children are found left alone without adult supervision, library staff will attempt to contact their parent or care provider.
 - If they cannot be reached within a reasonable amount of time or they ignore these conditions of use on the supervision of children, library staff will contact the NSW Police to ensure the child's safety.

6.4 Non Compliance

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

- Direct any person to leave the library or any branch
- Exclude any person from the library or any branch for up to one year, according to the Infringement Schedule detailed in the *Library Services – Customer Exclusion Policy*.

7. Responsibilities

All Library Services staff have the responsibility of implementing this policy consistently across all locations of the library.

8. Complaints

- Any complaint / appeal will be dealt with in the first instance by the Lending Services Librarian.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:
Mr. Jim Montague
General Manager,
Canterbury City Council
PO Box 77 CAMPSIE NSW 2194