



**Title:** Library Services - Customer exclusion

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**Category:** Operating – Service Delivery – Library Services

**Key words:** Library, exclusion, banning, customer aggression

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**Policy owner:** Director of Corporate Services (Library Services)

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**Modification history:** This is a new policy.

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**Related legislation:** New South Wales Library Act 1939

**Related policies:** Library Services – Conditions of Use  
Library Services – Unattended Children

**Related procedures:** “Removing Disruptive Children from the Library”

**Related forms:** “Breach of Conditions of Use” spreadsheet  
“Library Conditions of Use” brochure

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## 1. Purpose

The purpose of this policy is to describe the way in which people acting outside the *Library Service - Conditions of Use* policy may be excluded from library use. The length of exclusion will be dependent upon the severity of their behaviour.

## 2. Objectives

The objectives of this policy are to clarify the conditions under which library customers may be removed or excluded from the library.

The aim in implementing this policy is to:

- Provide a peaceful, welcoming environment for all library users and library staff.
- To ensure the safety and well being of employees by managing the risk of potential workplace violence from customers towards staff.
- Remove library users who are unruly, threatening or causing disruption, harassment or harm.

## 3. Scope

This policy applies to all users / customers of the City of Canterbury Library Service.

## 4. Definitions

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

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

### **“Assault”**

Refers to any act which intentionally or recklessly causes another person to fear immediate and unlawful violence.

### **“Child”**

As per the Children and Young Persons (Care and Protection) Act 1998, this means a person under the age of 16 years

### **“Customer”**

Refers to all users of the library, whether or not they are library members.

### **“Customer aggression”**

Customer aggression is unacceptable hostile behaviour towards library staff or library users that creates an intimidating, frightening or offensive situation, and/or adversely affects work performance. This may include threatening or offensive behaviour, verbal abuse, physical violence, stalking, harassment in public places both during and outside Library hours of operation and physical violence against objects.

### **“Shift Supervisor”**

Refers to a Branch Librarian or designated Officer/Librarian in Charge.

### **“Security Guard”**

Refers to staff employed by a security company contracted to provide services to Canterbury City Council.

## 5. Principles

The NSW Library Act 1939\* empowers library staff to direct any person to leave the library or any branch for a time determined by local government authorities.

- We will provide staff training and direction to manage the behaviour of customers that is fair and transparent.
- We will implement a clear schedule of penalties and sanctions for inappropriate behaviour.
- Persons breaching the *Library Service – Conditions of Use* may be asked to leave the library and excluded for a period of up to one year as per the Schedule of Penalties listed below.

### Schedule of Penalties

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 Manager, Library Services excluding offender for one month.
Overriding a computer booking	Immediate exclusion from use of computers for two weeks.  If behaviour is repeated on subsequent visits, letter from Manager, Library Services excluding offender for one month.
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 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 Manager, Library Services excluding offender for two weeks.
Bullying  Physical fighting between children	Immediate exclusion from library for up to two weeks, following “ <i>Removing Disruptive Children from the Library</i> ” procedure.  Letter sent from Manager, Library Services.
Customer aggression	One warning, then immediate exclusion from library for one month.  Incident report to Human Resources and the Director of Corporate Services.  Letter sent from Manager, Library Services.

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

## 6. Procedures

- Customers are to be advised by a Shift Supervisor or Security Guard of the penalty relating to their inappropriate behaviour/offence as per the *Schedule of Penalties* above. The Shift Supervisor should be accompanied by another staff member if possible. If appropriate, the customer may be issued with a copy of the *Library User Guidelines brochure*.
- The Security Guard should only ask people to leave the library in consultation with the Shift Supervisor. All formal warnings and exclusion incidents to be reported and documented as required.
- The Shift Supervisor or Security Guard does not have to witness act or event in order to deliver warning or ask a customer to leave – he/she can do so on advice of other staff members.
- All incidents as listed in the Schedule of Penalties above are to be recorded by the Shift Supervisor in the *Breach of Conditions of Use* spreadsheet. A memo is to be placed on the patron record of the Library Management System.
- Following warnings as specified in the Schedule of Penalties, the Shift Supervisor or Security Guard can direct the customer to leave the library. When the customer is a child, the “*Removing Disruptive Children from the Library*” procedure should be followed.
- Whenever issuing a warning, the staff member is to explain the penalty to be incurred for breaching the *Library Services - Conditions of Use Policy*.

- If the infringement only involves exclusion for the day, the customer is to be informed they can come to the library again the next day, and the Manager, Library Services is to be informed via email of name of person being asked to leave, and the reason for eviction.
- In instances where the disruptive / aggressive customer refuses to leave the library, police may be called by the Shift Supervisor.  
**Campsie Police Station: 9789 0999**  
**Earlwood Police Station: 9559 2266**  
**Lakemba Police Station: 9740 1499**  
**Riverwood Police Station: 8525 8399**
- In the case of a serious infraction the Security Guard has the authority to detain a customer until the Police arrive and if necessary use as much force as necessary to remove them from the library. This is to be a measure of last resort only.
- In situations of danger or aggression, use panic buttons held at all service desks.  
**IN EMERGENCY CALL 000**

## 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 Shift Supervisor.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services or an authorised delegate (Co-ordinator Client Services or Co-ordinator Support Services).
- If the customer remains unsatisfied, they may write to:

Mr. Jim Montague  
General Manager  
Canterbury City Council  
PO Box 77 CAMPSIE NSW 2194