



Library Users Code of Conduct

DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:		MANAGER OF LIBRARY AND LEARNING CENTRE			
REVIEWED BY:		MANEX			
REVIEW DUE DATE:		September 2026			
VERSION NUMBER:					
DOCUMENT NUMBER:		N/A			
VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	APPROVED / ADOPTED BY:
8	22/06/2023	TBC	<ol style="list-style-type: none"> 1. To add new template requirements. 2. To add amendments for the commitment to the Child Safe Standards and Council's Child Safe Policy. 3. Document to be adopted by Manex going forward. 	Manager of Library and Learning Centre	Manex

Note: Document Control continued at Appendix A

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General Manager

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26/8/23
Date

ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngorabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

PURPOSE

The purpose of this policy is to outline the conduct expected from our users and conforms to the conditions contained in the *Library Regulation 2018* (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.

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) and that they understand their responsibility in a child safe environment.

This policy is supported by the *Library Regulation 2018*, in force under the *Library Act 1939*, *Children and Young Persons (Care and Protection) Act 1998 (NSW)* and reinforces Council's Child Safe Policy which conforms to the Office of the Children's Guardian's Principles for Child-Safe Organisation (2017).

APPLICABILITY

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

OUTCOME

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

Library staff and volunteers are to fulfil their duty of care in the best interest of a young people and take all reasonable steps to ensure a young person's safety.

ROLES AND RESPONSIBILITIES

The Glen Innes Severn Public and TAFE Library is committed to ensuring a welcoming and safe environment that is conducive for research, study, browsing, leisure, and learning.

The aim of this policy is to:

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

DEFINITIONS

Library Regulation 2018

The *Library Regulation 2018* (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 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.

Child Safety Standards

The **Child Safe Standards** recommended by the Commission provide a framework for making organisations safer for children. They have been accepted by the NSW government and are enforceable. The **Office of the Children's Guardian (OCG)** have the responsibility for compliance enforcement from February 2023.

The ten (10) **Child Safe Standards** place the interests of the young person first and to keep them safe from harm are included in **Council's Child Safe Policy**. These standards include:

- Standard 1 – Leadership and Culture
 - Standard 2 – Children's Participation
 - Standard 3 – Families and Communities
 - Standard 4 – Equity and Diversity
 - Standard 5 – Suitability for Workers
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- Standard 6 – Complaint Handling
- Standard 7 – Knowledge and Skills
- Standard 8 – Physical and online Environments
- Standard 9 – Continuous Improvement
- Standard 10 – Policies and Procedures

POLICY STATEMENT

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.

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; and
- 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 home recovering from their sickness. The Library is not a child-minding facility and children should be cared for by an appropriate adult.

Library members have an obligation to follow:

- Social distancing requirement of 1.5 square metres;
- Using hand sanitizers and anti-bacterial wipes; and
- Computer usage restrictions (social distancing, cleaning, and sanitizing).

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 Policy which invites feedback, 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.

At TAFE NSW, we recognise that complaints made about our services, systems, facilities, or service delivery play an important role in improving customer experience. Most concerns can be resolved quickly and informally by talking to a staff member who knows your situation.

You can submit a complaint online via the online complaint form

<https://www.tafensw.edu.au/about/complaints-feedback> You can also make a complaint to any TAFE NSW employee or ask them to assist you to record your complaint on the online form.

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.

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 and 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, however, there is a selection of databases and online resources that are suitable for children.

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.

If a user exhibit 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*'.

LEGISLATION AND SUPPORTING DOCUMENTS

Relevant Legislation, Regulations and Industry Standards include:

- *Library Act 1939*
- *Library Regulation 2018*, in force under the *Library Act 1939*
- *Children and Young Persons (Care and Protection) Act 1998 (NSW)*
- Office of the Children's Guardian's Principles for Child-Safe Organisation (2017)
- *Classification (Publications, Films and Computer Games) Act 1995*

Relevant Council Policies and Procedures include:

- Child Safe Policy
- Library's Internet Policy
- Library's Young People's Policy

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.

VARIATION AND REVIEW

This Library Code of Conduct Policy will 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 does not expire on the review date, but will continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.

Appendix A

Document Control Continued

PREVIOUS VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	REVIEW / SIGN OFF:
7	25/06/2020	22.06/20	Minimal additions or corrections were made after the review. Updated to reflect the new version number and revised meeting date.	Manager of Library and Learning Centre	Council
6	19/12/2019	14.12/19	Minimal additions or corrections were after the reviews.	Manager of Library and Learning Centre	Council
5	22/09/2016	24.09/16	To update NSW State Library standards, guidelines, and legislations.	Manager of Library and Learning Centre	Council
4	24/10/2013	9.10/13	Minimal additions or corrections were after the reviews.	Manager of Library and Learning Centre	Council
3	23/09/2010	25.09/10	To update NSW State Library standards, guidelines, and legislations.	Manager of Library and Learning Centre	Council
2	26/03/2009	20.03/09	To update NSW State Library standards, guidelines, and legislations.	Manager of Library and Learning Centre	Council
1	21/09/2006	25.09/06	Amendments were made: To update standards, guidelines, and legislations.	Manager of Library and Learning Centre	Council