

Bundaberg Regional Library Service Code of Conduct Governance Policy

GP-3-053

Rev. No. 1

1.0 INTENT

To define the expected standard of conduct of persons using or visiting the Bundaberg Regional Library Service.

2.0 SCOPE

This policy applies to all members of and visitors to Bundaberg Regional Library Service.

3.0 POLICY OBJECTIVES

The objectives of this policy are:

- a) to ensure the safety, security and comfort of all Library patrons;
- b) to ensure that the rights of individuals to use the Library are not abridged or denied;
- c) to ensure that the designation of particular areas for specific purposes is respected;
- d) to ensure the Library operates efficiently and effectively as a workplace.

4.0 POLICY

4.1 General information

This code will be courteously, but firmly, enforced by Library staff. We ask for patrons' cooperation in maintaining a pleasant atmosphere, conducive to the effective use of Library materials and services.

4.2 Prohibited behaviours

4.2.1 Disruptive behaviour

Disruptive behaviour includes, but is not limited to:

- Disorderly conduct;
- Unsupervised children;
- Unreasonable/excessive noise;
- Activities which interfere with the rights of others;
- Physical abuse;
- Abusive or threatening language or gestures;
- Misuse of Library furnishings and equipment.

4.2.2 Other prohibited behaviours

- Soliciting or selling.
- Theft, vandalism or other illegal acts.

- Consuming alcohol or drugs or presenting in a manner to suggest prior use before entering the Library.
- Being in a state of intoxication that causes a public disturbance.
- Loitering on the premises under circumstances that warrant alarm for the safety or health of any person or property in the vicinity.
- Personal hygiene that disrupts others' use of the facilities.
- Intimidation and/or harassment of Library patrons and staff.
- Smoking in the Library or within the legislated distance from entrances.
- Eating or drinking in the Library.
- Improper use of facilities and services.
- Display any notice, pamphlet or poster (outside the bounds of the Library's Community Display Spaces policy).

4.3 Expected behaviours

The following behaviours are expected of Library patrons:

4.3.1 General

- Adhere to all Library policies.
- Respect staff and other Library patrons.
- Comply with the directions of Library staff.
- Leave the Library promptly at closing time and also during emergency drills and real emergencies.
- Be responsible for all personal belongings and property.
- To respect the designation of particular areas in the Library for particular purposes.

4.3.2 Noise

- Quiet conversations.
- Responsible mobile phone use and consideration of other Library patrons.
- Use of headphones on low volume when listening to any audio device.

4.3.3 Dress/Hygiene

- Comply with the Library's Dress Code.
- Maintain personal hygiene at a level which conforms to minimum community norms.

4.4 Non-compliance

Patrons not complying with the policy will first be:

- Asked by Library staff to cease their unacceptable behaviour.
- Authority to request a patron cease a behaviour is delegated to all Library staff.

4.4.1 Exclusion

Patrons whose behaviour is unacceptable and who fail to heed initial approaches by Library staff will be informed that:

- They are behaving unacceptably;
- They will be required to leave Library premises if they persist.

Patrons who do not immediately cooperate will be:

- Required to leave the Library premises;
- The authority to exclude a patron from the Library premises is delegated to the senior officer in charge of the Library.
- Persons who are excluded from the Library will not be permitted to be on the Library premises until the next day and will be informed of this at the time of exclusion.

4.4.2 Entry Bans

- For serious breaches of the Library's Code of Conduct, patrons may be banned from entering the Library.
- A person who is banned will first receive verbal notification, followed where possible by written notification. The written notification will include the grounds of the ban, the duration of the ban, and appeal rights and procedures.
- The duration of the ban will depend on the nature and severity of the infringement and whether the patron has been previously banned.
- The minimum period of a ban is 24 hours; the maximum period of a ban is life.
- Entering or attempting to enter the Library during the term of a ban is grounds for extending the ban.
- The authority to ban a patron from entering the Library premises is delegated to the Manager, Bundaberg Regional Library Service.

4.4.3 Appeals on entry bans

- A person who has been banned may appeal the duration of the ban.
All appeals should be made in writing and addressed to the CEO. The Appeal will be considered by the Director of the Department or nominated Delegate. Where necessary the Appeal may be referred to the CEO.
The determination of the appeal will be made by consideration of available incident reports and records, and any case put forward by the person seeking the appeal.
- A ban may be revoked or its duration reduced on appeal.

Bundaberg Regional Library Service recognises that excluding or banning a person from a public building is a serious matter and also does not sit easily with principles of equitable access fundamental to libraries. Exclusion/banning is a last resort, only ever warranted after conciliatory approaches have failed or immediately in response to serious infringements of security.

5.0 CONTROLS

Not applicable.

6.0 EFFECTIVE FROM

The Bundaberg Regional Library Service Code of Conduct Governance Policy was adopted by Bundaberg Regional Council on 8th July 2008 (Item H3).

This Policy is effective from 5th August 2008.

7.0 ASSOCIATED DOCUMENTS

GP-3-051 Bundaberg Regional Library Service Membership Governance Policy

GP-3-054 Bundaberg Regional Library Service Borrowing and Returning Library Items Governance Policy

GP-3-055 Bundaberg Regional Library Service Overdue Item Fines Governance Policy

GP-3-056 Bundaberg Regional Library Service Lost and Damaged Library Items Governance Policy

GP-3-057 Bundaberg Regional Library Service Miscellaneous Fees and Charges Governance Policy

GP-3-060 Bundaberg Regional Library Service Donations Governance Policy

GP-3-061 Bundaberg Regional Library Service Community Display Spaces Governance Policy

GP-3-052 Bundaberg Regional Library Service Children in the Library Governance Policy

GP-3-065 Bundaberg Regional Library Service Dress Code Governance Policy

GP-3-066 Bundaberg Regional Library Service Internet Use Governance Policy

GP-3-063 Bundaberg Regional Library Service Wireless Internet Use Governance Policy

GP-3-062 Bundaberg Regional Library Service Internet Links Governance Policy

GP-3-059 Bundaberg Regional Library Service Inter Library Loans Governance Policy

GP-3-058 Bundaberg Regional Library Service Document Delivery Governance Policy