



Conduct of Library Users POLICY

Policy Name	Conduct of Library Users
Date	01 Jan 2018
Document Status	Final
Purpose	To define the expected standard of conduct of patrons and visitors using the Greater Hamilton Library Service. The objectives of this policy are to ensure safety, security, comfort and rights of all library patrons and staff.



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Policy

General Information

This policy will be enforced by Greater Hamilton Library staff. We ask for the cooperation of library patrons to ensure that using the Greater Hamilton Library and Mobile Library is a pleasant and satisfying experience that is conducive to the effective use of library services and materials.

Prohibited behaviours in the Greater Hamilton Library

Disruptive behaviour, which includes, but is not limited to:

- Disorderly conduct
- Unsupervised children
- Unreasonable or excessive noise
- Activities which interfere with the rights of others
- Physical abuse
- Abusive or threatening language or gestures
- Threatening and intimidating behaviour
- Approaching a library staff member outside of working hours and behaving in a manner that can be construed as stalking
- Misuse of Library furnishings and equipment

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 affects staff or patrons use of the library and its facilities.
- Intimidation and /or harassment of Library patrons and staff.
- Smoking in the Library or within the legislated distance from entrances.
- Improper use of facilities and service.
- Displaying any notice, pamphlet or poster without staff permission.
- Using the Library computers or computer networks to access pornographic/offensive material or for any unlawful purpose. Refer to Southern Grampians Shire Council Public IT Use Policy for full details.

[http://www.sthgrampians.vic.gov.au/files/Governance/Public IT Use Policy.pdf](http://www.sthgrampians.vic.gov.au/files/Governance/Public_IT_Use_Policy.pdf)

Expected behaviours in the Greater Hamilton Library

The following behaviours are expected of all Library patrons:

General

- Adhere to all Library policies and conditions of membership
- Respect staff and other Library patrons
- Comply with the directions of Library staff
- Leave the Library promptly at closing time and also during emergency situations or emergency evacuation drills
- Be responsible for all personal belongings and property
- Respect the designation of particular areas in the Library for particular purposes

Noise

- The Library is not a noise free zone, however, patrons are expected to be considerate and mindful of others and are required to talk quietly in study or reading areas within the Library
- Responsible mobile phone use and consideration of other Library patrons
- Use headphones on low volume when listening to any audio device or audio on the public computers

Non-compliance

Patrons not complying with the Conduct of Library Users Policy will first be:

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

Exclusion of Library users

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
Note: The authority to exclude a patron from the Library premises is delegated to the senior officer in charge of the Library at the time of the incident. This officer may call for police assistance to remove a Library patron from the building or mobile Library site
- 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

Temporary suspension

Greater Hamilton Library recognises that excluding or banning a person from a public building is a serious matter. Suspension is a last resort and is only warranted after serious breaches of the Conduct of Library Users Policy.

For serious breaches of the policy, patrons may be temporarily suspended from entering the Library premises (including the mobile site) after two previous exclusions.

- A person who is temporarily suspended will receive written notification which will include the grounds for the suspension and the duration of the suspension. The written notification will also contain information for the process that the person may use to appeal the ban/suspension.
- The minimum duration of a temporary suspension is 3 months.
- Entering or attempting to enter the library during the suspension period may be grounds for extending the suspension or for the Library service to request an Intervention Order against the suspended person.

Authority to Temporarily Suspend or Ban a Person

The Southern Grampians Shire Council Chief Executive Officer will be responsible for assigning suspensions and bans on users of the Library service and its facilities.

Appeals on Temporary Suspensions

A person who has been temporarily suspended may appeal the duration of the suspension. All appeals should be made in writing to:

Chief Executive Officer
Southern Grampians Shire Council
111 Brown Street
Hamilton Vic 3300

- The determination of the appeal will be made by consideration of all available incident reports and records made by staff and/or other patrons of the Library and lodged with Southern Grampians Shire Council and any case put forward by the person seeking the appeal.
- A temporary suspension may be revoked or its duration reduced if the appeal is successful.

Permanent Exclusion

If a patron has had two previous suspensions for serious breaches of the Conduct of Library Users Policy and offends again, a permanent life time exclusion ban may be enforced.