



YOUR LIBRARY

Code of Conduct – Library Users

Approval: Board

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It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively and noted in document history.

Document History

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1. Purpose

Your Library Limited (YLL) is committed to providing an open and inviting atmosphere in all its branches and outreach vehicles.

YLL wants its premises to be safe and pleasant places to visit, with staff and public displaying mutual respect and consideration.

The Code of Conduct provides guidelines for users of our library premises.

It is not intended that the Code of Conduct Library Users should cover all situations that may arise, and in some circumstances the Branch Manager/Team Leader or Officer in Charge of the library premises may need to use their discretion.

2. Background

Under YLL's Membership, Access, and Use Policy any person may have access to the library for the purpose of using the services and facilities within the library during the hours it is open to the public or unstaffed extended hours, subject to compliance with the Company's policies and guidelines which the Board may adopt from time to time, and which shall be published and made available to all library users.

The Policy also states that a person while in the library must not:

- a) commit any nuisance;
- b) destroy, damage or interfere with any library property;
- c) act contrary to any sign;
- d) act contrary to any of the Company's policies and guidelines which the Board may adopt from time to time and which shall be published and made available to all library users; or
- e) act contrary to any lawful direction of the Branch Manager/Team Leader or Officer in Charge, including a direction to leave for breach of this policy.

3. Behaviour in the Library

While at the library, everybody is encouraged to:

- Speak politely and in a normal voice to staff and other library users.
- Be respectful and considerate of other people and their property.
- Inform the staff if assistance is needed for your full use of library services.
- Explore new ideas and interests by attending library programs.
- Be responsible for the safety, wellbeing and conduct of children or other people in your care.
- Limit the use of mobile phones and to turn them off, or place in silent mode, when attending a library event.
- Keep your personal belongings in your control at all times. The library is not responsible for lost or stolen items.
- Leave materials, equipment and furniture in a clean and tidy manner.
- Abide by all policies and guidelines adopted by YLL.
- Most importantly, cooperate with the requests of library staff.

4. Unlawful, unacceptable, inappropriate behaviour or nuisance

While at the library the following are examples of what is considered unlawful, unacceptable, inappropriate or a nuisance:

- Reportable conduct under YLL's Child Safe Code of Conduct, Child Safe Standards and Children Left in Library Abandoned or Unattended Policy including:
 - a sexual offence committed against, with or in the presence of, a child, whether or not a criminal proceeding in relation to the offence has been commenced or concluded, or
 - sexual misconduct, committed against, with, or in the presence of, a child, or
 - physical violence committed against, with or in the presence of, a child, or
 - any behaviour that causes significant emotional or psychological harm to a child, or
 - significant neglect of a child.
- Sexual misconduct, such as exposure, offensive touching, comments or unwanted sexual advances to library users, volunteers or staff.
- Not treating all people with courtesy and respect and showing regard for their needs, sensitivities and rights.
- Not treating all people equally irrespective of gender, sexual orientation, race, cultural background, religion, disability, marital status, age or political conviction.
- Behaviour that is unsafe or disturbing to other library users, volunteers or staff, such as using offensive language, talking loudly, shouting, screaming or making other loud noises, pushing, running, shoving, throwing things, or other disruptive behavior.
- Verbally or physically harassing or threatening other library users, volunteers or staff. Harassment may include, but is not limited to: initiating unwanted conversation; impeding access to or within the building; or other actions that an individual reasonably perceives to be hostile, threatening, intrusive or offensive.
- Bodily hygiene that is offensive so as to unduly interfere with another library user's use of the library.
- Inappropriate dress, including no shirt or footwear
- Neglecting to provide proper supervision of persons in your care, including abandoning, or leaving unattended, children or other persons in need of supervision e.g. leaving young children unattended in the library at any time for more than 15 minutes.
- Recklessly or intentionally damaging or destroying library materials or property, or the personal property of other library users.
- Displaying, or distributing inappropriate material that can be identified as, , pornographic, racist, homophobic, extremist, etc., including as a result of access via a library computer or any other electronic device.,
- Exhibiting signs of being under the influence of alcohol or controlled substances.
- Blocking aisles or passageways so as to make it dangerous, difficult or impossible to walk through. This includes placement of cords for electricity to equipment, such as laptop computers.
- Sleeping on the floor.
- Use of personal listening or communication devices at a level that can be heard by others.
- Disruptive use of mobile phones. Mobile phones may be used for quiet short conversations anywhere in the library. Staff will ask you to end your call if you are disrupting others with your conversation.
- Solicitation of funds, distribution of literature or promotional materials, or sale of goods by any person or agency other than the library.

- Entering or remaining in a library building before or after posted hours of operation without permission.
- Entering into staff work areas or other areas not open to the public.
- Skateboarding, skating, or lurking on library property. Bicycles, shopping trolleys, etc. are not allowed onto the premises.
- Any behaviour that is prohibited by law.
- Any other behaviours or nuisances which, in the clear judgment of library staff, disrupt the environment for other library users of the library.

5. Procedures for dealing with unwelcome behaviours or nuisances

- 5.1. The Police will be called immediately via 000 for any of the following unlawful behaviours or conduct:
 - 5.1.1. Reportable conduct under YLL's Child Safe Code of Conduct, Child Safe Standards and Children Left in Library Abandoned or Unattended Policy
 - 5.1.2. Sexual misconduct e.g. exposure, offensive touching, comments or unwanted sexual advances to library users, volunteers or staff
 - 5.1.3. Violent or aggressive behaviour towards library users, volunteers, or staff
 - 5.1.4. Library users apparently affected by substance abuse
 - 5.1.5. Any behaviour that is prohibited by law.
- 5.2. For other behaviour that is contrary to this Code of Conduct, library staff will observe the following steps where practicable and where it raises no risk of injury to our library users and staff.
 - 5.2.1. Where it can be established that the library user is, or should be, under the care of a parent, guardian or personal carer, staff will discuss where practicable the unacceptable behaviour with the responsible person and, depending on the circumstances (e.g. mental capacity of the patron, etc.), the seriousness of the behaviour and its impact on other library users, no further action may be necessary.
 - 5.2.2. Otherwise, the library user will be asked to leave the premises where practicable and where it raises no risk of injury to our library users and staff. This will be done discreetly where practicable.
 - i If the library user seeks further clarification, the Officer in Charge can provide a 'Notice to Leave the Library' detailing their unacceptable behaviour. This will be done discreetly where practicable.
 - ii The library user will be asked to leave the premises.
 - iii The length of the initial suspension in relation to an Incident will be up to **72 hours**, at the discretion of the staff member in charge.
 - iv If the library user fails to leave the premises on request, or if the Branch Manager or Officer in Charge believes there is risk of injury to our library users and staff, the Police, or security (if available), will be summoned to have the library user removed from the premises.
 - The library user will be informed that the Police or security (if available) have been summoned where practicable and where it raises no risk of injury to our library users and staff.
 - Any suspension will then be for **six (6) months**.
 - Having considered the staff report and any Police report, the Chief Executive or their delegate can extend the suspension for any period up to **12 months**.

- 5.3. In relation to any incidents where the Police are summoned or notified and having considered the staff report, and any Police report, if the Chief Executive or their delegate believes that there is likely to be ongoing offence, risk or intrusion upon any other person or property on the library premises, the Chief Executive or their delegate can:
- suspend a library user/member for three (3) years; or
 - cancel a membership; and/or
 - permanently withdraw access to all or specified library services.

Note: A written report will be completed and sent to YLL's Administration for all incidents.

Examples of when the Police must be summoned via 000

- Reportable conduct under YLL's Child Safe Code of Conduct, Child Safe Standards and Children Left in Library Abandoned or Unattended Policy
- Sexual misconduct e.g. exposure, offensive touching, comments or unwanted sexual advances to library users, volunteers or staff
- Violent or aggressive behaviour towards library users, volunteers or staff
- Library users apparently affected by substance use
- Any behaviour that is prohibited by law.

Examples of when the Police may be summoned include

- Behaviour that is unsafe or disturbing to staff or other library users
- Viewing of any form of pornography on library resources or otherwise in view of other library users
- Failure to leave the premises when requested by staff to do so.

Examples of when Police must be notified

- Vandalism of library property
- Theft.

6. Appeals of suspension, cancellation or withdrawal of all or specified services

6.1. There is no review of a decision where a library user is suspended from services for up to **72 hours**.

6.2. Any person the subject of a:

- suspension of membership for a period up to **six (6) months**; or
- suspension of all or specified services for a period up to **six (6) months**

can make a written submission to the Chief Executive if he/she believes there are extenuating circumstances, such that no, or a lesser, suspension should apply. The decision of the Chief Executive will be final.

6.3. Any person the subject of a:

- suspension of membership for a period greater than **six (6) months**; or
- suspension of all or specified services for a period greater than **six (6) months**
- cancellation of membership;
- permanent withdrawal of all or specified services,

may apply at any time to the YLL Board, in writing, for review of that suspension, cancellation or withdrawal.

The YLL Board will consider the application at its first available meeting and decide to:

- confirm;
- vary; or
- revoke,

the suspension, cancellation, or withdrawal.

Where a person applies for review more than once in every six months, the Chief Executive may, at their discretion, determine that the application will not be put before the YLL Board, provided that at least one application in every six months is presented.

7. Review of suspension, cancellation or withdrawal of all or specified services

Once in every 12 months the Chief Executive will review:

- all current suspensions or withdrawals of all or specified services where the remainder of the suspension or withdrawal is equal to or greater than 12 months; and
- cancellations and permanent withdrawal of all or specified services.

The Chief Executive may, in his/her discretion, determine to:

- confirm;
- vary; or
- revoke,

any suspension, cancellation or withdrawal of all or specified services as part of that review.

Depending on the circumstances of the case, the library user who is the subject of a suspension, cancellation or withdrawal of all or specified services may be invited to make a written submission about why their suspension or withdrawal should be lifted.

Appendix 1 - Notice to leave the Library



YOUR LIBRARY

NOTICE TO LEAVE THE LIBRARY

Library User's Details	
Name (if known)	
Membership No. (if known)	
Alleged breach (insert brief details)	

You are hereby issued a formal notice to leave the library, as your behavior has been deemed unacceptable and a breach of our Code of Conduct – Library Users. This notice is being provided discreetly, but it must be adhered to promptly.

You are required to vacate the premises without delay.

This initial suspension will last for up to **72 hours (3 days)**, at the discretion of the Officer in Charge.

Refusal to leave the library

If you refuse to leave or if there is any indication of potential harm to our library users or staff, the appropriate authorities, such as the Police or security, will be summoned to ensure your removal from the premises.

You are being informed of this course of action, and it is imperative that you comply to avoid further consequences.

If Police or security are summoned

If the Police or security are summoned, your suspension from the library premises will be in effect for **six (6) months** and may be extended for up to **12 months** based on further review of your conduct and any related reports.

Failure to adhere to these directives may result in further disciplinary action, including a three (3) year suspension, cancellation of your membership, or permanent withdrawal of access to library services.

Your cooperation is appreciated as we work to maintain a safe and respectful environment for all library users.

Initial Suspension (Please circle)	24 hours (1 Day)	48 hours (2 days)	72 hours (3 days)
Signed:			
Name: (Officer in Charge)			
Date:	/	/	Time: