

1. OVERVIEW

The purpose of this document is to outline conditions of use for all Wollondilly Library services. The Library Service - Conditions of Use document has been created to ensure that everyone can have a safe and pleasant library experience when accessing these services.

This document applies to all users of Wollondilly Library. It may be applied by all staff of the library service.

All Library Services staff have the responsibility of implementing this document consistently across all Library services.

1.1 Objectives

- 1.1.1 Clearly identify conditions of use of Library services within the Wollondilly Shire,
- 1.1.2 Incorporate the Library Services – Customer Code of Conduct within the Library Service - Conditions of Use,
- 1.1.3 Provide a peaceful, welcoming environment for all library users and Staff,
- 1.1.4 Outline the rights and responsibilities of library users,
- 1.1.5 Outline supervision expectations of carers of children.

1.2 Principles

- 1.2.1 Wollondilly Library is a community funded service provided by Wollondilly Shire Council. Wollondilly Library at Picton, the Mobile Library facilities and outreach services in the Shire provide a common space where people can come together to borrow library items, study, read and socialize.
- 1.2.2 All users can expect a welcoming environment where people adhere to principles of good behaviour and the Customer Code of Conduct
- 1.2.3 Library members have the following rights:
 - Free library membership and loans
 - Privacy – your membership and loan information is confidential

- To be treated with respect and courtesy
- To feel welcome and at ease in an environment that is safe and well maintained
- To receive assistance from library staff with your enquiries
- To use library facilities and resources.

2. CONDITIONS OF USE

We are committed to delivering a Library Service which provides a welcoming and safe environment for everyone in the community. This code outlines the conduct we expect from the customers and conforms to the conditions contained in the Library Regulation 2018 which is made under the Library Act 1939.

2.1 Code of Conduct – Customer responsibilities

2.1.1 Treat fellow customers and Library staff with respect and courtesy.

2.1.2 Behave in a manner that does not disturb, cause offense or embarrassment to other library users. Disruptive, unsociable behaviour, inappropriate discussion and harassing customers or staff and excessive noise are not acceptable.

2.1.3 Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety and the interests of other customers using Library facilities

2.1.4 Mobile phones and devices should be used with consideration of others

2.1.5 Take care of Library collections, equipment and furniture. Damaging Library material is not acceptable.

2.1.6 Ensure Library material is not hidden or deliberately misplaced.

2.1.7 Leave the Library when requested at closing time, during emergency procedures or if requested to leave.

2.1.8 Return borrowed items on time

2.1.9 Pay any fees owing the Library and that of any dependants

Reference [3#76]

2.1.10 Adhere to Library policies and procedures

2.1.11 Cooperate with requests from library staff

2.1.12 Do not leave personal belongings unattended

2.1.13 Adhere to the provisions of the Copyright Act 1968

2.1.14 Photography or videography is not permitted within the Library without written approval from Wollondilly Shire Council

Please note:

- Assistance and Therapy animals are welcomed. All other pets are not permitted in the Library
- Food and drink are not to be taken near any computers or equipment. Only beverages and cold food items may be brought into the Library
- If fines total above \$10 borrowing privileges will be suspended until the fine is paid in full.
- Theft, vandalism, assault, carrying a weapon and other criminal offences will be referred to the Police by Library staff

2.2 Supervision of Children

2.2.1 Although Library staff take care to ensure the safety of all Library users, they cannot provide child minding services. Children under 8 years old must be accompanied and supervised by an adult at all times

2.2.2 Parents are advised to be aware of the Wollondilly Shire Council Child Safe Policy and the following procedures in relation to unsupervised children in the library:

- If children are found left alone without adult supervision, library staff will attempt to contact their parents or care provider.
- If they cannot be reached within a reasonable amount of time or they ignore these conditions of use on the supervision of children, library staff will contact the Police to ensure the child's safety.

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Reference [3#76]

2.3 Non-Compliance

2.3.1 If these conditions of use are not followed appropriately, the NSW Library Act 1939 empowers delegated Council Officers to:

- Direct any person to leave the library or any branch
- Exclude any person from the library or any branch for up to one year, according to the Infringement Schedule detailed in the Library Services - Client Exclusion.

3. COMPLAINTS

3.1 Any complaint/appeal will be dealt with in the first instance by the Library Services Team Leader

3.2 Any complaint/appeal that cannot be resolved at this level will be referred to the Manager, Community Services

3.3 If the customer remains unsatisfied, they may write to:

Chief Executive Officer,

PO Box 21

Picton NSW 2571

council@wollondilly.nsw.gov.au

4. RELATED POLICIES

4.1 Code of Conduct

4.2 Work Health & Safety Policy

4.3 Respectful Behaviours Protocol

4.4 Child Safe Policy

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5. RELATED LEGISLATION

- 5.1 New South Wales Library Act 1939
- 5.2 Copyright Act 1968
- 5.3 Library Regulation 2018

6. RELATED PROCEDURE

- 6.1 Library Services – Client Exclusion
- 6.2 Library Services – Access to Public Computers
- 6.3 Library Services – Online Information
- 6.4 Library Services – Unattended Children

7. PROCEDURE HISTORY

Implementation Date: 8/07/2009

Last Review Date: 30/06/2023

Next Review Due: 30/06/2025