

Library Visitor Conditions of Entry Policy

Community Services - Library Services
COMM_19

Purpose

The objectives of this policy are to ensure the safety, security and comfort of library visitors and staff, that the library operates efficiently and effectively as a workplace and Council's obligations set down by Workplace Health & Safety legislation are met.

Scope

The Policy applies to all library premises of the Whitsunday Regional Council, Councillors and employees of the Whitsunday Regional Council and all visitors utilising library facilities, resources and collections.

Policy Statement

Expected behaviours

- 1.1 All library visitors (including children) must:
 - 1.1.1 adhere to all other library policies and directives.
 - 1.1.2 wear appropriate footwear.
 - 1.1.3 be appropriately dressed (minimum dress standards apply).
 - 1.1.4 be respectful towards Library employees and other Library patrons.
 - 1.1.5 comply with all directions of Library employees.
 - 1.1.6 leave the Library promptly at closing time and during emergency drills and real emergencies.
 - 1.1.7 be responsible for all personal belongings and property; and
 - 1.1.8 accept that certain areas in the Library are designated for particular purposes.
 - 1.1.9 adhere to directives from Queensland Health regarding COVID-19.

Unacceptable Behaviours

- 2.1 The following behaviours are deemed unacceptable and may result in an individual being asked to leave a library precinct or, in certain circumstances, a police presence be required:
 - 2.1.1 excessive noise, including receiving and conducting mobile phone calls, that disturbs other library visitors or library employees.
 - 2.1.2 accessing or displaying offensive or objectionable materials through any form of multimedia.
 - 2.1.3 personal hygiene or dress contrary to community norms.
 - 2.1.4 canvassing, hawking or loitering.
 - 2.1.5 interference with personal or Whitsunday Regional Libraries property including theft and vandalism.
 - 2.1.6 consumption of alcohol or drugs or having the appearance of intoxication.
 - 2.1.7 actions or behaviours that harm, create risk of harm or threatens harm.
 - 2.1.8 unsupervised children.
 - 2.1.9 activities which interfere with the rights of others.

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- 2.1.10 inappropriate use of Whitsunday Regional Libraries systems and processes (eg. misuse of internet privileges, misusing or fraudulently using someone else's library card).
- 2.1.11 use of offensive, racist or discriminatory language; and
- 2.1.12 abuse of other library patrons or Whitsunday Regional Libraries employees including intimidation and harassment.

Applicable Legislation

Local Government Act 2009

Libraries Act 1988

Whitsunday Regional Council Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2014

Whitsunday Regional Council Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2014

Public Health Act 2005 (Qld)

Definitions

CEO refers to the Chief Executive Officer of the Whitsunday Regional Council appointed in accordance with the *Local Government Act 2009*.

Council refers to the Whitsunday Regional Council

Employee refers to any employee, contractor, volunteer etc. of the Council

Abuse refers to the violation of an individual's human or civil rights, through the act or actions of another person or persons. This may include any form of physical, psychological or emotional abuse, racial vilification or sexual abuse.

Library visitor refers to any person entering the library for any reason whatsoever, whether a member of the library or not.

Unsupervised children refers to children under the age of 13 who cannot identify their parent/carer to library staff.

Related Documents

Child Protection Risk Management Policy

Access to Computers, Internet and WiFi in Council Libraries Policy

Human Rights Compatibility Statement

This Policy has been assessed as compatible with the Human Rights protected under the *Human Rights Act 2019*.

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COUNCIL POLICY			
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Responsible Officer(s)	Manager Community Development & Libraries	Revokes	LSP_C&ENV_09
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