



City of
Norwood
Payneham
& St Peters

NAME OF POLICY: Conditions of Library Use

POLICY MANUAL: Governance

BACKGROUND

The Council's Libraries provide valuable access to information, recreation, cultural and social opportunities through the provision of a range of buildings, facilities, services, programs and collections. The Libraries are public buildings which are open across a span of opening hours for the community to enjoy.

Membership of the Library is subject to the terms and conditions of the Fair Use Policy established by the South Australian Public Library Network, and the Council's Conditions of Membership. However, not all customers accessing Library facilities are members of the Library and therefore, they are not bound by the terms and conditions of Membership. It is therefore necessary to supplement the Fair Use Policy with a Conditions of Library Use Policy which outlines the appropriate use of Library premises and services by all users.

This Policy applies to all Council owned Library buildings (including Norwood Library, St Peters Library and Payneham Library). This includes (without limitation), the Library proper, any foyer or forecourt to the building, internal halls and common areas, meeting rooms and bathroom facilities. The Policy applies to use of all facilities, programs and services provided at the Library buildings by any person.

DISCUSSION

It is important for the Council to provide a healthy, safe and positive Library environment for both customers and staff. It is therefore necessary to establish the terms on which the Council will offer access to its facilities buildings and services and ensure that antisocial, nuisance, offensive or prohibited behaviours do not detract from a positive and welcoming environment for the community.

These Conditions of Library Use will ensure that the behaviour of citizens using and accessing Library services, facilities or programs is reasonable and does not infringe upon the amenity and rights of other users and staff.

KEY PRINCIPLES

All visitors and citizens using the Libraries are required to abide by the conditions which are outlined in the Conditions of Library Use Policy, show consideration for others and act in a responsible, respectful and reasonable manner. Inappropriate use may result in restriction of access and exclusion from Library premises.

The Council is committed to protecting the interest of children and other vulnerable people in the community and recognises that it has a role to play in fostering a safe and welcoming local environment for all to enjoy.

POLICY

All visitors and citizens accessing Library buildings, facilities, programs or services, must at all times act in a safe, responsible, respectful and reasonable manner.

If inappropriate behaviour is identified, the City of Norwood Payneham & St Peters may, depending upon the severity of the behaviour:

- advise the person/s of the issue and request that the behaviour cease; and/or
- request the person/s to leave the Library; and/or
- restrict or ban access to Library facilities, programs or services; and/or
- seek to terminate Library membership across all public Libraries in South Australia, via an application to Public Library Services.

Inappropriate behaviour includes but is not limited to the following:

- the use of offensive, abusive, discriminatory or threatening language, including language which insults, bullies, harasses, vilifies or intimidates other customers or staff;
- fighting, aggression, physical and or verbal abuse of customers or staff;
- unsolicited, unwarranted, inappropriate and/or nuisance approaches or communication with adults, children and staff;
- hindering the amenity of others within the Library, including without limitation; unreasonable noise, or monopolising space, facilities or programs to the exclusion of others;
- damage or theft of Library collection items, materials, furniture, equipment or facilities;
- endangering the safety and wellbeing of other users or staff within the Library;
- consuming or being under the influence of alcohol and or prohibited drugs within the Library;
- selling items, gambling or canvassing petitions or other notices within the Library;
- filming or photographing others within the Library without prior permission;
- infringing upon Australian Copyright Act provisions;
- bringing animals, reptiles or birds into any internal areas within the Library premises, including any foyer or common area unless they are a part of an approved Council program or facilities hire. Accredited assistance or therapy animals are welcome;
- engaging in illegal or prohibited activities in the use of Internet services, or otherwise in contravention of the Libraries of South Australia Internet Acceptable Use Policy for Library Customers;
- leaving any child in a position of risk, or children under the age of 12 unattended in the Library; and;
- actions which constitute a breach of any law.

Unlawful or inappropriate behaviour will result in access to Library premises, facilities, programs or services, being restricted and may also be subject to legal prosecution.

The Council will use a variety of security measures including security personnel, electronic surveillance devices, and anti-theft systems or devices to ensure the safety of the community using Council facilities, technology, services and collections.

Parents, caregivers or guardians are responsible for the wellbeing and behaviour of their children whilst in the Library.

Access to Internet services is governed by the Libraries of South Australia Internet Acceptable Use Policy for Library Customers which outlines the terms and conditions by which Internet Services are offered. Some Internet content is unlawful and therefore prohibited, including those sites which contain pornographic content, high impact violence, detailed instruction in crime, online extremist material and child abuse or exploitation material. Access to illegal online or prohibited content will be reported to appropriate State or Federal authorities in accordance with legal requirements.

Breach of Conditions of Use

If a staff member has reasonable cause to suspect that a person has committed a breach of the Conditions of Library Use Policy, the staff member may, in the first instance, ask the person to cease the behaviour/s.

Should the behaviour continue, staff may direct the person to leave the Library premises (and its surrounds) for a period of up to 24 hours, or temporarily restrict access to Library services. Should the person refuse to leave the premises, SA Police may be called for assistance in removing the individual/s concerned.

Where there is ongoing inappropriate behaviour (that occurs on more than one occasion), or a serious breach of this Policy, the person will be issued a written warning letter, advising that if the behaviour continues they will be restricted or banned from accessing the Library premises and its services for a suitable period of time, to be determined at the reasonable discretion of the Council.

Written notification of this ban will be provided to individuals within (7) working days of the occurrence of the incident concerned. Additionally, where there is a serious breach of this Policy, the Council may also seek a statewide Membership ban for the individual through Public Library Services.

A person who commits a breach of the Conditions of Library Use Policy may also be subject to prosecution if that action also constitutes a breach of any law.

As the safety and wellbeing of children is paramount, if any child is identified as being left unaccompanied in the Library and/or in a position of risk, staff will refer this matter to SA Police and or the Department of Child Protection in accordance with Child Protection principles.

REVIEW PROCESS

This Policy will be reviewed within 36 months of the adoption date of the Policy.

INFORMATION

The contact officer for further information at the City of Norwood Payneham & St Peters is the Council's Manager, Library Services & Lifelong Learning, telephone 8334 0228 or via email: skennedy@npsp.sa.gov.au.

ADOPTION OF THE POLICY

This Policy was adopted by the Council on 6 August 2018.
This Policy was reviewed by the Council on 4 April 2022.

TO BE REVIEWED

This Policy is to be reviewed in April 2025.