

**Conditions of Entry - Fraser Coast Libraries**

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Directorate: Strategy, Community & Development

Department: Community & Culture

Section: Libraries

Responsible Officer: Regional Librarian

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**PURPOSE:**

This document defines Conditions of Entry to be abided by all persons using or visiting Fraser Coast Libraries, to enable the Libraries to operate efficiently and effectively for the benefit of the community.

**SCOPE:**

These Conditions of Entry apply to:

- all library premises of the Fraser Coast Regional Council
- all patrons utilising library facilities, resources and collections
- Councillors, employees and volunteers of Fraser Coast Regional Council.

**OBJECTIVES:**

The objectives of Conditions of Entry are to ensure:

- the safety, security and comfort of all library patrons;
- that the rights of individuals to use the library are not abridged or denied;
- that the designation of particular areas for specific purposes is respected;
- that the library operates efficiently and effectively as a workplace;
- obligations set down by Workplace Health and Safety legislation are met; and
- library employees are not exposed to unnecessary legal or other risks.

The library service is committed to providing a safe, welcoming and respectful environment for all to enjoy and strives to provide targeted resources and programs to meet educational, informational, and recreational needs of the Fraser Coast community and visitors.

As part of a duty of care and to ensure the safety, wellbeing and rights of all are respected, the following Conditions of Entry apply to all Fraser Coast Libraries premises, including the immediate vicinity of the facilities.

Library patrons are asked to abide by Conditions of Entry. Failure to do so may result in being banned or suspended from entering some or all of Council's buildings under the Fraser Coast Regional Council Customer Behaviour Policy.

## **CONDITIONS OF ENTRY**

### **1. Children:**

- a) Fraser Coast Libraries encourages children to use the resources and facilities on offer. Supervision of children in the library is the responsibility of their parents, guardian, carer or other designated responsible person.
- b) Fraser Coast Libraries staff do not have the required qualifications, nor the legal responsibility, to care for children.
- c) A responsible person aged 16 years or older is required to supervise a child's welfare as well as monitoring their behaviour and use of library resources.
- d) All children under 8 years of age must remain within sight of their parent/carer/guardian or other designated responsible person at all times, including during booked activities.
- e) If a child under 12 years of age is attending a booked library activity a parent/carer/guardian or other designated responsible person must complete a registration form with contact details and remain present, or contactable and remain within the library building, for the duration of the activity.
- f) If a child, under 12 years of age is found to be unattended, the library will take action to resolve this situation. Library staff will attempt to ascertain the age of the child and will contact the parents/guardians/carers of the child or the Queensland Police Service as determined appropriate.
- g) All children under 12 years of age must be directly supervised by a parent/carer/guardian or designated responsible person at all times when using computers at the library.

### **2. Personal Property:**

- a) Fraser Coast Libraries will not be responsible for any loss of personal property of patrons or damage incurred while using council facilities.

### **3. Public Computers and Wifi:**

- a) The use of library computers and Wifi is subject to the terms and conditions set out in *Fraser Coast Libraries Acceptable Use of the Library Public Internet and Computing Services*.

Unacceptable use includes but is not limited to:

- the display/downloading of pornographic/excessively violent material;
- illegal, criminal or anti-social internet use;
- public broadcast of explicit language or lyrics;
- modification of library hardware, settings or software;
- intentional license infringement;
- copyright infringement; and
- knowingly exposing networks to viruses.

### **4. Expected Behaviours:**

All library patrons (including children) must:

- a. be responsible for their own behaviour and use of the library resources and that of any children/persons in their care;

- b. act in a courteous and respectful manner;
- c. abide by all reasonable directions given by library staff;
- d. adhere to all library or Fraser Coast Regional Council policies and procedures and public health directives which may be in place;
- e. respect library resources and other library users' property;
- f. be responsible for all personal belongings and property;
- g. respect the designation of particular areas in the library for particular purposes;
- h. inform library staff directly of any concerns relating to the behaviour of other library patrons;
- i. meet acceptable levels of dress and personal cleanliness, appropriate footwear and clothing must be worn at all times whilst on library premises;
- j. leave the library promptly at closing time and also during emergency drills and real emergencies; and
- k. abide by all requirements of the Fraser Coast Regional Council Customer Behaviour Policy.

## **5. Unacceptable Behaviours**

Library users must not:

- a. interfere with personal or Fraser Coast Regional Council property including misuse, theft, damage or vandalism;
- b. disrupt other library users or library operations;
- c. inappropriately use Fraser Coast Libraries systems and processes (eg. misuse of booking systems, misuse or fraudulently use someone else's library card);
- d. run in the library;
- e. act in a violent, aggressive, discriminative or harassing manner;
- f. verbally or otherwise abuse other library users or staff;
- g. display unsociable behaviour including offensive, obscene or threatening language or gestures;
- h. make excessive noise including inconsiderate use of mobile phones and listening devices;
- i. access or display offensive or objectionable materials through any form of multimedia;
- j. take photographs or other imagery/video or audio recordings of a person without that person's consent;
- k. use the internet/Wifi services in an unacceptable manner;
- l. be under the influence of, consume, administer or distribute illicit drugs while on library premises;
- m. consume alcohol or give the appearance of intoxication;
- n. smoke in the library building or within five metres of the entry point into the building;
- o. solicit business or undertake fund raising, canvassing or hawking including selling raffle tickets on library premises;

- p. distribute a petition, information on personal viewpoints or conduct a survey unless approved by an authorised officer; and
- q. bring an animal, bird or reptile into the library, with the exception of certified Guide, Hearing or Assistance dogs.

## DEFINITIONS

**Abuse** means 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.

**Behaviour** means the way a person acts or conducts themselves towards others.

**Child/Children** Persons under 12 years of age.

**Customer** means any external person or organisation that Council has dealings with.

**Library patrons** means any person entering the library for any reason whatsoever, whether a member of the library or not.

**Responsible person** A person aged 16 years and over who is the parent, guardian or carer of a child, or who has been designated by the parent or guardian as being responsible for a child (verification may be requested by staff).

**Unsupervised child** A child under 8 years of age who is not within the line of sight of the parent/carer; or a child under the age of 12 who cannot identify their parent/carer to library employees.

## RELATED DOCUMENTS:

Fraser Coast Regional Council Customer Behaviour Policy Doc#3628794v3

Children Visiting Fraser Coast Libraries Procedure #3685658

Terms And Conditions of Use - Fraser Coast Libraries Public Internet, Technology And Wi-Fi Services (Docs #3360252)

Local Government Act 2009

Copyright Act 1968

Criminal Code Act 1899

**ATTACHMENT TO PROCEDURE:** Nil