

POLICY	ROXBY LINK	Responsible Department	Lifestyle & Sport
		Original Date of Adoption	24.10.2011
		Current Date of Adoption	28.07.2021
		Date of Next Review	28.07.2023

POLICY – LIBRARY CONDITIONS OF USE	
Latest Review Changes	Roxby Link and Logo change
Previous Council Reviews	23.01.12, 27.02.19,

Applicable Legislation:

<i>Children and Young People (Safety Act) 2017</i>
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Related Policies (alphabetical list):

<i>Child and Vulnerable Persons Safe Environment Policy</i>

Related Procedures:

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Reference Documents:

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1. PURPOSE

The Roxby Link Community Library is provided to the community by the Municipal Council of Roxby Downs and is located within the Roxby Link precinct on Richardson Place. It is the main library and information service for people who live, work and learn in the Roxby Downs area and also forms part of the state-wide Public Library One Card network built on cooperation and resource sharing between all SA Public Libraries and their users. The purpose of this policy is to outline the standard for using the library services and facilities to ensure both Roxby Council and the community have the same understanding and expectations in relation to the library and its services.

2. DEFINITIONS

Municipal Council of Roxby Downs can be used interchangeably with the terms **Roxby Council** and **Council**.

Library, Library Facilities, and Library Services refer to the **Roxby Community Library**.

Library Staff refers to the people appointed by Council to operate the library.

Library Card means the library card issued by any South Australian Public Library.

Patron and **Customer** means any person, whether or not a member, who visits the library for the purpose of using any library resources and/or facilities.

Member means any person who has applied for and been granted membership and has been supplied a library card.

Item refers to any book, magazine, newspaper, pamphlet, toy, game, compact disc, digital video disc, or any other audio-visual or non-book material held in the library's collection.

3. CUSTOMER SERVICE CHARTER

The Roxby Link Community Library is a welcoming and inclusive community centre, offering services and programs that support community outcomes of learning, education, recreation, culture, entertainment, connection and social engagement by:

- Providing free and easy access to information
- Promoting literacy and learning
- Providing a warm and welcoming place
- Providing recreational materials to the community
- Providing interactive programs that focus on community wants/needs

It is recognised that our customers and staff have rights. In providing our services you will:

- Be made to feel welcome and at ease in an environment that is safe, well maintained, clearly signed and accessible to people with disabilities.
- Be treated with respect
- Be provided with prompt and courteous service
- Be served by appropriately trained and skilled staff who will treat your needs with consideration and confidentiality
- Have fair and equal access to our services and programs
- Be clearly and efficiently directed to the services you require

You can expect:

- Convenient hours of opening
- Access to a wide range of library and information services
- Collections that are well maintained and easily accessible
- Assistance in using the library's resources and services
- Access to services beyond the library's walls thanks to the One Card Network

4. LIBRARY POLICY

The Municipal Council of Roxby Downs provides facilities for the benefit of the community. It has developed certain conditions of use to ensure that people do not interfere with the reasonable enjoyment of patrons to the Roxby Link Community Library and that the library collections and facilities are securely protected.

5. MEMBERSHIP

Membership of the Roxby Link Community Library is open to any resident of the Roxby Downs and Andamooka area with official proof of a local postal address - a residential street address or post office box number. Patrons will be advised of the *Library Conditions of Use* during sign up, before signing their library card accepting the terms and conditions. The patron's signature on their library card (or the adult guarantor's signature for patrons under 18 years) will be taken as proof that they are aware of, understand and accept the *Library Conditions of Use* and will comply with them.

Temporary or visitor membership (restrictions apply) are also available to visitors to the region with official identification and proof of address. Further details are available on request to Library staff.

A person under the age of 18 years who wishes to become a member of the Library must have an adult guarantor (a parent or guardian), with official proof of residential address and who agrees to be responsible for their conduct, all items borrowed and any fees incurred, as per the *Library Conditions of Use*. However, a person living independently under the age of 18 years, who is able to show through documentation, such as an electricity bill, rates notice or similar, that he or she lives independently of a parent or guardian may join as an adult member.

Members are required to advise staff as soon as possible, either in person or by telephone of any change in membership details or the loss of a library card.

If a patron breaches the Library Conditions of Use, the Library and Roxby Council reserve the right to:

- Restrict or ban access to library materials and facilities; or
- Terminate membership of the library

6. LIBRARY CONDITIONS OF USE

6.1. Behaviour in the Library

Library facilities, materials and equipment must not be manipulated, altered or damaged in any way by library patrons.

Patrons must obey the lawful directions from library staff at all time.

Patrons of the Roxby Link Community Library must act in a manner that shows consideration for other patrons and staff at all times. Inappropriate behaviour, such as verbal abuse, sexual or other harassment, aggression, anger, intimidation, rowdiness or assault, displayed by a patron will not be tolerated.

Library staff may ask any patron to leave the premises if inappropriate behaviour is displayed. If this request is not complied with, library staff may call the police for assistance.

Where there is ongoing inappropriate behaviour, the Team Leader - Library Services will issue a warning letter to the person, or his or her parent/guardian, advising that if the behaviour continues, that person may be restricted or banned from accessing the library and/or his or her membership terminated.

Adults/parents/guardians are responsible for the behaviour of any children under the age of 18 years in their care, while in the library or its surrounds and should consider the comfort, safety and needs of other library patrons.

Adults/parents/guardians are responsible for supervising children/dependents and their use of public computers, including, ensuring that they do not access inappropriate material found on the internet, or in other materials provided by the library. The Council and Library Services are not responsible in any way for any inappropriate material accessed by any patron, especially child under the age of 18 years.

The library or library staff are not responsible for any children left unattended in the library.

A library patron may be denied access to a particular service or to particular materials if their behaviour is inappropriate or unlawful.

A person shall not enter into or remain in the library premises while intoxicated or under the influence of alcohol or a drug so as to be visibly affected by it.

6.2. Bags in the library

Patrons of the library are allowed to bring bags into the library. However, it is a condition of entry to the library that bags may be required to be presented for inspection.

Patrons are welcome to leave bags (including, suitcases) or other belongings behind the circulation desk or in the library office; however, the library does not take any responsibility for the safety and security of these items. Patrons leaving personal belongings being the circulation desk/in the library office do so at their own risk.

6.3. Borrowing

A patron shall accept full responsibility for library materials borrowed in their name, return them by the due dates, and pay any charges incurred as highlighted within the Fees and Charges Register. The responsibility lies with the parent/guardian/adult guarantor if the borrower is under 18 years of age.

Any materials borrowed may be recalled at short notice and the loan period of any material may be restricted.

In making materials available, the Roxby Link Community Library follows the *Statement on free access to information* issued by the Australian Library and Information Association and conforms to Federal and State censorship decisions. Beyond these provisions, parents and guardians are held responsible for monitoring their children's access to the libraries' resources.

6.4. Food and Drink

Food and drink may be consumed in the library as long as it does not damage library materials or result in additional cleaning. School students are not permitted to eat and drink in the library during school hours.

6.5. Animals in the Library

With the exception of guide, disability and hearing dogs, animals may not be brought into the library except on designated occasions.

6.6. Personal Property

The library accepts no responsibility for any damage to patrons' own equipment while using library materials including, but not limited to, compact discs, DVDs, CD-ROMs, laptops and mobile phones.

The library does not take any responsibility for the safety and security of personal belongings left in the library by patrons. Patrons bringing personal belongings into the library do so at their own risk.

Any item that is found by library staff will be either retained until collected by the owner or stored in the Roxby Link lost property. If the item contains contact details, library staff will attempt to contact the owner and inform them that the item has been found. Any unclaimed items will be disposed of after three months.

6.7. Electronic Services

The Library provides computers and other electronic equipment for use by patrons for a variety of purposes. Patrons are requested to comply with any specific conditions of use for such equipment and to not tamper with computer security or change established settings. The Internet acceptable use policy for library customers of the Public Library Service is available for review at the circulation desk, at all public computer stations and is on the wireless login screen when patrons sign in for free internet access.

Some activities are unlawful and, therefore, prohibited. These activities include, but are not limited to:

- Gaining access to any material which is pornographic, offensive or objectionable
- Engaging in any conduct which offends Federal, State, or Local Council laws and regulations
- Embarrassing or harassing (sexually or otherwise) another person
- Engaging in any communication which contains a defamatory message – including reading and then forwarding a message of which you are not the author
- Sending or forwarding any material which is abusive, discriminatory, obscene or otherwise illegal.

6.8. Copyright

When borrowing, using, photocopying or downloading information from the library collection, patrons must comply with the *Copyright Act 1968 (Cth)* and *Copyright Amendment (Digital Agenda) Act 2000*, which encompasses literary, dramatic, musical or artistic works on paper, disc, tape or any other medium including any electronic form of material.

6.9. Breach of Library Conditions of Use

The *Library Conditions of Use* must be strictly adhered to. If a library staff member has reasonable cause to suspect that a person has committed a breach of the *Library Conditions of Use*, the staff member may direct that person to leave the library for a period of up to 24 hours or restrict access to other services.

If the Roxby Council has reasonable cause to suspect a person has committed a breach of the Library Conditions of Use, then that person may be banned from the library for a period of up to one month.

In the event of any serious breach of the Library Conditions of Use, the Roxby Council and Roxby Link Community Library reserves the right to terminate a patron's library membership and to maintain that restriction at the Council's absolute discretion.

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

7. CARE OF CHILDREN

The Roxby Link Community Library welcomes children to use and enjoy the wide variety of services and resources provided by Roxby Council; however, responsibility for the welfare and behaviour of children using the library rests with each child's parent/guardian or with an appropriate chaperone assigned by them at all times.

While library staff will always respond with care and concern whenever a child requires their assistance, they cannot and will not accept responsibility to monitor, supervise or care for children left unattended in the library.

The Council specifically requires that, when using the library;

“Adults/parents/guardians are responsible for the behaviour for any children under the age of 18 years, in their care, while in the library and should consider the comfort, safety and needs of other library patrons.”

“The library and library staff are not responsible for any children left unattended.”

Parents/guardians are advised that the State's Child Protection Legislation and Council Guidelines require that library staff report any reasonable concerns about a child's health and safety to the Police or Child Abuse Report Line within the South Australian Department for Families and Communities.

7.1. What does this mean?

It means that children under 10 years of age should **always** be accompanied and adequately supervised (i.e. within sight) by a parent, guardian or caregiver who is a responsible person of at least 16 years of age, whenever they attend the library.

While older children (aged 10 years and above) may be left unaccompanied in the library, the decision to do so is taken entirely at the discretion and full responsibility of a parent, guardian, or caregiver who must be a responsible person of at least 16 years of age.

All children should know how to contact a responsible adult, and both children and adults should be aware of the closing time of the library.

7.2. Children's behaviour in the library

It remains the responsibility of parents, guardians, or caregivers to ensure the appropriate behaviour of children while they are in the library.

For library purposes, “disruptive behaviour” means inappropriate behaviour that is harmful to property or the physical or emotional wellbeing of the child or other patrons.

Disruptive or destructive children will be asked to leave the library, after warnings have been issued (if appropriate).

Parents/guardians of older children will be notified of their child's unacceptable behaviour and asked to collect their child from the library.

If the behaviour poses a serious risk to the health and safety of the child, other children, other library patrons or staff, the police may be called to deal with the matter.

If, in the responsible opinion of the library staff, a child's behaviour raises concerns about their health and safety, the police may be notified if the child's 'responsible adult' cannot be contacted immediately.

7.3. Staff Procedure

If a staff member finds an unaccompanied child, under the age of 10 years, in the library the following steps should be taken:

- The staff member should determine if the person responsible for the child is in the library or Roxby Link Facility. If so, the staff member and child will attempt to locate them.

- If there is not a person responsible for the child in the library or Roxby Link Facility the staff member will attempt to contact the parent/guardian at home or at work using information provided by the child, the library database, the Roxby Link database, or the telephone directory.
- If contacted, the parent/guardian will be asked to collect their child immediately. If the parent/guardian cannot be located, or if a contacted parent/guardian has not collected their child within an hour of being contacted, the staff member will contact the police.
- At all times staff should verbally reassure the child about what steps are being taken and why.
- Staff should advise the Team Leader - Library Services detailing the name(s) of unattended children, the date and time of the incident and the course of action taken and complete an incident report.

7.4. Mandated Notification

The Children and Young People (Safety Act) 2017 (Chapter 5, Part 1, section 30) places rights and responsibilities for protecting children on various individuals.

These individuals are required by law to report any reasonable grounds that a child/young person has been or is being abused or neglected and the suspicion is formed in the course of the person's work (whether paid or voluntary) or in carrying out official duties.

All Council staff working within the Roxby Link Community Library are "mandated notifiers" under the Act.

8. REVIEW & EVALUATION

This Policy will be reviewed and evaluated no less than once every two years. The effectiveness of this Policy will be reviewed and evaluated from time to time within Council's strategic management planning framework.