City of Melbourne Libraries Policy

Library Use Policy

Policy Owner	Coordinator Library Services
Issue Date	July 2008
Last Revised Date	August 2022
Next Review Date	June 2023

1. Purpose

This Policy defines accept able conduct and behaviour of Users of the City of Melbourne Libraries (CoML) to ensure the City of Melbourne provides a safe, high quality library environment and service.

2. Scope

This Policy applies to all Users of Council Libraries at all times and applies upon approaching and most certainly upon entering a Council Library.

3. Definitions

- *Authorised Staff Member* means any person officially employed or contracted by Council.
- *Council* means City of Melbourne.
- *Library* means a Library belonging to, or under the control or management of, Council and includes the buildings, rooms, offices, passageways, staircases, foyers, meeting rooms, adjacent entrances and sanitary facilities and includes but is not limited to library service points and branches at the City, East Melbourne, North Melbourne, Southbank, Kathleen Syme Library and Library at The Dock and where the context requires, includes all staff of the Library and of City of Melbourne.
- *Member* means any User who has fulfilled the requirements for membership of the Library and has a current membership.
- *Policy* means this Library Use Policy.
- *User* means any person or entity, whether or not a member, who visits or enters a Library.

4. Application

This Policy operates alongside relevant Council policies and the Council's *Activities Local Law* 2009.and other laws including but not limited to:

- conditions relating to membership are detailed in the *Membership Policy*
- the loan of materials is detailed in the *Loans Policy*
- conditions for the use of public Internet and email facilities are set out in the *Public Internet and Wi-Fi Policy*
- conditions for use of Library notice boards and displays is contained in the *Community Notice Board Policy*
- conditions relating to meeting rooms are detailed in the *Community Meeting and Multi-purpose Room* Policy and *Room Terms and Conditions of Hire*

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5.   Commitment

The Library endorses the *ALIA Statement on public library services* which is at Attachment 1 and is incorporated into this Policy.

6.   Mandatory Standard of Behaviour

6.1.   The standard of behaviour that must be abided by are that Users conduct themselves and are perceived to be conducting themselves in a polite, respectful, safe, reasonable and inoffensive manner at all times at the absolute discretion of the Library. Failure to do so may result in one or more of the types of disciplinary action set out in this clause or in clause 7 below being imposed on the User by the Library. Without limiting the standard of behaviour defined in this clause, the following is a non-exhaustive list of behaviours or actions which are contrary to the standard and therefore will not be tolerated and may result in disciplinary action:

6.1.1.   behaviour of a manner which poses or is a threat to the safety and comfort of others or their use of the Library (the Library is a child safe organisation and has zero tolerance for child abuse)

6.1.2.   behaviour that is disorderly, irresponsible, unreasonable, discourteous or unlawful (consumption of alcohol or prohibited drugs or being impaired or affected by these will not be tolerated)

6.1.3.   possessing or appearing to be in control of any animal including birds and reptiles (with the exception of registered guide dogs or assistance animals)

6.1.4.   ignoring a reasonable oral or written direction from the Library including a staff member requesting cooperation with a finish time or request to share an electronic piece of equipment or other Library resource

6.1.5.   leaving any personal belongings unattended in the Library (any such belongings may be collected and placed in lost property and after 48 hours of being unclaimed, may be disposed of without notice) entering or being in the Library outside of opening hours or contrary to a direction of the Library such as in an apparent or marked restricted area or disturbing a room booking of another User or Users or failing to abide by a direction to evacuate for example in the case of an emergency - except with prior permission from the Library

6.1.6.   entering or being in the Library, in the case of a person under the age of 12 years old, unaccompanied or unsupervised by a responsible person (if this occurs, the Library may refer the incident to Victoria Police or social services such as Child Protection)

6.1.7.   not providing proof of identity, such as a current Library membership card upon request from the Library (noting that failure to do so may result in refusal to access or loan Library equipment and resources)

6.1.8.   not paying or failing to pay any fee or charge detailed in other Library policies such as the *Loans Policy, Venue Hire policy, PC and Internet*

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Use policy including for the use of any equipment or service

6.1.9. not being appropriately attired and this includes wearing footwear and a shirt

6.1.10. not damaging (fair wear and tear excluded) whether deliberate or inadvertent or stealing any Library equipment, resource, furniture, facility or building including intending or actually causing injury or worse to others (this extends to not damaging or stealing the belongings of others and if this occurs, it will likely be referred to Victoria Police)

6.1.11. not making or causing to be made any unnecessary or unreasonable noise including where that noise impacts others

6.1.12. not throwing things or running in the Library or taking over an unreasonable part of a public area including deterring others from being there

6.1.13. not smoking, vaping, eating hot food or consuming food or other products which impact on others such as by their odour

6.1.14. not using the Library for any non-Library purpose such as selling or offering for sale or using the Library as an interface for collecting money

6.1.15. not being disruptive in the way in which you move around the Library such as by using or riding toy vehicles into the Library for example roller-skates, rollerblades, scooters, hover boards, pogo sticks and skateboards (for the avoidance of doubt this excludes prams and wheelchairs and other mobility or assistance aids)

6.1.16. not distributing any handbills, advertisements, petitions or other notices in the Library

6.1.17. not canvassing for any purpose or intruding into the personal space of others

6.1.18. not gamble for money or items of value

6.1.19. not obstructing others including lying or sprawling out on the floor or otherwise being a nuisance

7. Disciplinary Action

As stated above, failure to comply with this Policy may result in the following disciplinary action being taken without notice: a warning being issued, having to leave the relevant Library building or facility in the manner and with the urgency advised, a ban being imposed on a temporary or permanent basis whereby access to Library services, buildings and facilities is restricted, suspended or cancelled, other enforcement or disciplinary action being taken under other policies or laws and referral to third parties as required such as security or Victoria Police.

8. References

Loans Policy

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Internet Policy
Public Access Library PCs Policy
Membership Policy
Lost Property Policy
Community Notice Board Policy
Community Meeting and Multi-Purpose Room Policy
Room Terms and Conditions of Hire
Melbourne City Council Activities Local Law 2009
City of Melbourne Privacy Policy
City of Melbourne Customer Service Charter

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STATEMENT ON PUBLIC LIBRARY SERVICES

ALIA objects addressed

To promote the free flow of information and ideas in the interests of all Australians and a thriving culture and democracy.

To promote and improve the services provided by all kinds of library and information agencies.

Principle

Freedom of access to public library and information services is essential
- to enable members of the Australian communities, including new residents and emerging communities to participate in all aspects of Australian life, including the democratic process;
- to actively contribute to social inclusion for all members of the Australian community; and
- to enable Australians to contribute to the economic wellbeing of their families and the nation.

Statement

Each member of the Australian community has an equal right to public library and information services regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.

A public library services its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure.

Public libraries have an important role in the development and maintenance of a democratic society by giving individuals access to a wide and varied range of information, ideas, opinions, and skills. The role of public libraries is essential in developing an educated society through programs that improve literacy and information literacy including lifelong learning opportunities. Public libraries contribute to economic prosperity by helping people improve their skills and life chances.

Public libraries provide the first point of access for information for the general public and for the public's access to the national and international system of library and information services. The satisfaction of a person's information needs must be independent of an ability to pay.

Local, state/territory and Commonwealth governments have an obligation to work in partnership to provide agreed public library services to all members of the library's clientele without direct charge to the user.

The Australian Library and Information Association believes that public library services have particular responsibilities to monitor and proactively respond to the changing demographic characteristics and trends of their communities, to consult with their communities and to meet information, learning and recreational needs of an increasingly diverse society. Public library services should ensure that they have policies, guidelines, and procedures in place to respond to and meet relevant legislative requirements.

Related documents
ALIA statement on free access to information
ALIA core values statement
ALIA statement on information literacy for all Australians
ALIA statement on online content regulation