



MANAGEMENT POLICY

CUSTOMER CODE OF CONDUCT

Date 10 February 2022

Adopted 30 March 2022

Responsible Position Manager Macquarie Regional Library

Branch MRL Library Services

Division Liveability

Version 2.0

TRIM Reference Number ED22/52236

Review Period Three (3) years

Review Date February 2025

Consultation Member Councils

Document Revision History	
Description	Date
This policy describes the conduct expected of customers whilst using Library facilities, services and resources to ensure Macquarie Regional Library (MRL) operates efficiently and effectively to benefit the whole community.	26 July 2021
Notes: Existing policy reviewed in accordance with public library and industry standards Member council consultation November 2021 – ED22/45486 & ED22/45484	

1. Introduction

The Macquarie Regional Library (MRL) is committed to providing an inclusive, welcoming and safe environment for customers to access and enjoy library spaces, resources and services.

2. Policy purpose

This policy describes the conduct expected of customers whilst using library facilities, services and resources to ensure Macquarie Regional Library (MRL) operates efficiently and effectively to benefit the whole community.

The purpose of this policy is to:

- Ensure library facilities are safe and welcoming spaces for customers
- Maintain security of library facilities and property
- Minimise disruption to library services by clearly communicating expectations of customer conduct and behaviour
- Protect the rights, safety and wellbeing of staff, volunteers, members and customers

This policy applies to:

- Facilities controlled and operated by MRL member Councils
- Persons entering MRL facilities
- MRL organised events and programs irrespective of where they are conducted

3. Background and related legislation

The Manager, Macquarie Regional Library, has delegated authority from the Chief Executive Officer of Dubbo Regional Council to authorise action to be taken to comply with Council policy, resolution or any provision of the Local Government Act, 1993; and the Regulations thereunder or any other law or rule, statutory or otherwise, affecting services and operations of MRL.

The Library Regulation 2018 (in force under the *Library Act 1939, No 40*) provides guidance and authority for MRL to develop and implement local standards and policy to determine an acceptable code of conduct for customers and procedures to manage non-compliance with the policy.

The Regulation gives MRL staff the authority to exclude customers who interfere with another person's library use.

The following legislation and publications are related to this policy:

- *Local Government Act 1993*
- *Library Act 1939, No 40*
- *Library Regulation 2018*
- *Children and Young Persons (Care and Protection) Act 1998*

- *Child Protection (Working with Children) Act 2012*
- *Smoke-Free Environment Act 2000*
- *Work Place Health & Safety Act 2011 (NSW)*
- *Work Place Health & Safety Regulation 2017 (NSW)*
- Library Council of New South Wales *Children's Policy Guidelines for NSW Public Libraries*
- Dubbo Regional Council *Customer Experience Charter*
- Dubbo Regional Council *Code of Conduct*
- Dubbo Regional Council *Complaints Handling Policy*

4. Related MRL policies & documents

- MRL Membership Policy
- MRL Online Information and Internet Use Policy
- MRL Library Services for Young People Policy

5. Definitions

- **Member Councils** are Dubbo Regional Council, Narromine Shire Council and Warrumbungle Shire Council.
- **Governing Body** means the relevant local authority, Dubbo Regional Council.
- MRL operates seven (7) libraries at Dubbo, Wellington, Narromine, Trangie, Coonabarabran, Coolah, Dunedoo and three (3) service points at Baradine, Binnaway and Mendooran.
- **MMRL** refers to the Manager, Macquarie Regional Library.
- **Designated Staff** refers to a Library Coordinator or any MRL staff with delegated authority to represent the Library Manager.
- **Customer** means any person, whether or not a member, who visits a library or service point of MRL to use any library resources or facilities.
- **Member** means any person who has fulfilled the membership requirements and has a current membership card.

6. Customer Code of Conduct

Customers must abide by the MRL Customer Code of Conduct in the following ways:

- Treat other customers and staff with respect and courtesy at all times.

- Parents, carers, guardians and care providers should ensure those in their care follow this code of conduct.
- Accept responsibility for the security of their personal belongings.
- Inform library staff promptly of any concerns they have relating to the behaviour of others in the Library.
- Treat library facilities, resources and equipment with care and respect.
- Keep the volume of conversations and devices at a level that does not disrupt others' use or enjoyment of the Library.
- Refrain from consuming food and drink near any public computer or electronic equipment.
- No alcohol or illicit drugs to be brought into libraries.
- Comply with reasonable staff requests, including emergency announcements, instructions to leave the Library, and bag or property inspections.
- Meet acceptable levels of personal hygiene and dress appropriately for a shared public space.
- Use library premises, resources, equipment, internet, and Wi-Fi services only for legal and legitimate purposes.
- Arrange for prior approval from a staff member for the following:
 - Bringing animals into the Library. Registered assistance or therapy animals are welcome.
 - Taking photographs or videos in the Library.
 - Distributing leaflets, surveys, petitions or marketing material.
 - Requesting charitable donations.

Permission for any of the above will be granted in exceptional circumstances only.

MRL Customer Code of Conduct will be available at all libraries and service points.

7. Breaches of Customer Code of Conduct

Customers who do not comply with the MRL Code of Conduct may be asked to leave the Library or refused access to the Library. If asked to leave, a customer may be excluded for a further specified period as determined by the Library Manager/ Coordinator according to the severity or nature of the behaviour. The Library will notify a customer who has been excluded for two weeks or longer in writing if it is known. All exclusions are reported to the Library Manager.

In disruptive behaviour cases, customer identification (i.e.name, address, and phone number) may be requested.

Recognised or suspected criminal activity will be referred to the NSW Police.

Specific breaches of the Code of Conduct and penalties are listed below.

Behaviour/Breach	Action / Penalty
Children under the age of 8 in the Library without a parent, guardian or carer aged over 16.	Children will be asked to identify a parent or guardian who will be contacted and asked to arrange immediate appropriate supervision. Other authorities may be contacted if a parent or guardian cannot be located. Staff are obliged to report children identified as being at risk to relevant authorities according to the applicable legislation.
Unattended children up to Year 10 or under 17 years of age within a library facility or attending a library event during regular school hours, excluding designated Pupil Free days. Refer also to MRL Library Services for Young People Policy.	Students without a valid reason for attending the Library will be asked to provide ID and the name of their school and will be asked to return to school or their home. Their school and parents/guardian will be contacted.
Refusing to follow reasonable directions of library staff. Showing disrespect for other customers, staff and library property.	Customers will be given one warning and then immediate exclusion from the Library for the day if directions are not followed. Incidents involving aggressive or threatening behaviour, both verbally and physically, will lead to immediate exclusion for the day with the option of further exclusions for a minimum of two (2) weeks.
Accessing inappropriate sites, images or engaging in inappropriate behaviour on public computers or personal devices. For this Code of Conduct, inappropriate Internet sites are unsuitable for a public setting, and inappropriate online behaviour is disrespectful or illegal, such as cyberbullying or fraud.	Customers will be given one warning and then immediate exclusion from the Library for the day if directions are not followed. Carrying out of or suspected criminal activity will be referred to NSW Police and lead to immediate and automatic exclusion for two (2) weeks with the option for further exclusions.
Carrying out of or suspected criminal activity.	Carrying out of or suspected criminal activity will be referred to NSW Police and lead to immediate and automatic exclusion for two (2) weeks with the option for further exclusions.

8. Responsibilities

- All MRL staff are responsible for implementing this policy consistently.
- MRL will provide confidentiality in accordance with the *Privacy Act 1998*.
- Library customers have free and equal access to resources under the *NSW Library Act 1939*