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RW (BOB) FARR MEMORIAL LIBRARY
CODE OF CONDUCT (FCCS073)

Current as at 7 May 2024

History Summary

| Item | Date | Action | Description |
|------|---------------|-----------------|----------------------------|
| 1 | 21 March 2024 | Approved by CEO | All |
| 2. | 7 May 2024 | Amendment | Adding of Pets and Animals |

Standards of Behaviour

The R.W. (Bob) Farr Memorial Library is committed to providing a welcoming and safe environment for everyone who enters the building or interacts with our services in any capacity.

The term 'Patron' refers to all users of the library services, facilities and resources, irrespective of their membership status.

- Patrons are required to treat other Patrons and staff with respect, in the building and when interacting with Library services online and over the phone, showing regard for others' needs, sensitivities and rights. Anti-social, aggressive or violent behaviour will not be tolerated.
- Patrons must cooperate with staff, including leaving the building or moving their belongings when asked to do so.
- Patrons are responsible for their own belongings; the library assumes no responsibility for any items left unattended in the library.
- Patrons will not access staff areas including behind the front desk, storage rooms or offices. Admittance to the office will be allowed on invitation or appointment only.
- Visitors to the building must wear an acceptable level of clothing – minimum of shirt, shorts and shoes or equivalent.
- Accessing pornographic or offensive material in the library is not permitted.
- Consumption of food and covered drinks is permitted in the library provided Patrons properly dispose of their own rubbish and waste. The library kitchen, its utensils and appliances are staff use only and are not to be used for the consumption, heating or refrigeration of food and drink items from Patrons.

The R.W. (Bob) Farr Memorial Library reserves the right to ask any person to leave the building if they fail to uphold our Standards of Behaviour.

Children and Minors

- Children aged 11 years and under must be supervised by an adult.
- If a child aged 11 years or under is left unattended, library officers will endeavour to arrange for an adult responsible for the child to collect them.
- Minors aged 12 and over may use the library's facilities and services unaccompanied. Unaccompanied minors in the library are expected to adhere to the same standards of behaviour as adults.

Minors and their usage of the collections, computers or equipment will not be supervised by staff, unless they are attending a library facilitated program.

Pets and Animals

Only registered assistance animals can be brought into the library. Proof of registration may be required. No other pets or animals are permitted inside the library building.

Bicycles, Skateboards, Scooters and Sporting Equipment

- Bicycles and scooters may not be brought into the library, racks are available out the front of the library. They will not be ridden in the library.
- Sporting equipment, including skateboards, may be brought into the library but will be required to be left at the front desk and to be collected upon leaving the library. Library staff are not responsible for the security of these items.

The library reserves the right to dispose of unclaimed items or hand them to the police.

Library Membership Guidelines

- By accepting a library card, members are agreeing to abide to all terms and conditions associated with membership at the R.W. (Bob) Farr Memorial Library.
- Library items must not be removed from the building unless they are registered as a loan.
- Members are responsible for any items borrowed on a lost/stolen card until the card's loss is reported to the library. A charge is made for the replacement card.
- Members are responsible for ensuring that borrowed items are returned in good order and by the due date.
- Members may be required to pay the cost of repair or replacement of library items returned in damaged condition.
- Members will be required to pay the cost of items lost or not returned. If an item is one volume/part within a set or series of volumes, the Member may be required to pay the total cost of the series or set.
- Parents/Guardians are responsible for any debts incurred on their child's card.
- Parents/Guardians will supervise their children in the library, including internet access.
- Borrowing rights are suspended while there is an outstanding account on a membership. Members who repeatedly receive overdue notices may have their borrowing rights suspended, even after the items have been returned.
- Minors who are not living in the family home may be joined by a Carer/Guardian.
- Individuals without a current fixed address may join without providing an alternative contact; in such cases, the address of a referee residing in the Shire must be used.
- Adults who are unable to read and/or understand the Membership Guidelines may be joined by a Carer.
- Members may borrow 15 items for a period of three weeks.
- For a member's first loan period only four DVDs may be borrowed. Once those DVDs have been returned in good condition, this will be lifted.
- After 3 weeks, items must be returned or renewed.
- Items may be renewed four times after which they must be returned, if the item is not reserved, they may then be borrowed again.

Library Computer Use Policy

- The viewing of inappropriate content is strictly prohibited, and a ban may be imposed upon users found to be viewing inappropriate content.
- Patrons may use their own laptops, tablets and devices in the library. Public Wi-fi will be available at no cost.
- The R.W. (Bob) Farr Memorial Library assumes no responsibility for technical problems beyond our control which may result in the loss of computer time.
- The R.W. (Bob) Farr Memorial Library has no control over the information on the internet and assumes no responsibility for the accuracy, currency or quality of material obtained via the internet.
- The R.W. (Bob) Farr Memorial Library supports ALIA's Freedom to Read Statement and therefore does not act as a censor.
- Supervision of minors accessing the internet is the responsibility of parents or guardians, not library staff.
- Patrons must respect laws of copyright and licensing agreements and use library computers for legal purposes only.
- Staff assistance is available as time permits and may be limited to basic procedures.
- Data may be saved to removable storage devices, but the library does not check for viruses and makes no assurances about the integrity of the data. Anything saved to the public computer will be deleted by staff.
- The library respects users' rights to privacy but will comply with law enforcement agencies that issue warrants to inspect its electronic systems and logs.