



**Policy Subject/Title:** Somerset Libraries Conditions of Entry Policy

**Policy Number:** C/035

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**Responsible Officer:** Regional Librarian

**Related Policies / Procedures:**

**Authorised by:** Somerset Regional Council

**Authorised on:** 10 April 2019 [Doc ID 1107199]

**Amendments:**

## **1. OBJECTIVE**

The objectives of this policy are to ensure:

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

## **2. BACKGROUND**

Somerset Libraries are committed to providing safe, welcoming and respectful places for all members, visitors and staff. These conditions of entry apply to all Somerset Library premises, including the immediate vicinity of the building.

This means that anybody entering these premises or its immediate surrounds agree to follow these conditions of entry.

## **3. PURPOSE**

This policy sets out acceptable standards to behaviour of clients in the library to ensure that the library can operate effectively and efficiently for the benefit of the community.

## **4. SCOPE**

This policy applies to all library premises of the Somerset Regional Council, Councillors and employees of Somerset Regional Council and all clientele utilising library facilities, resources and collections.

## **5. POLICY**

To ensure that all clients have equitable access to library resources all library clients must;

- Adhere to library policies and directives
- Be appropriately dressed. Appropriate footwear and clothing must be worn at all times and all clients must meet an acceptable level of personal hygiene.
- Be respectful towards library employees and other library patrons
- Comply with directions of Library employees
- Leave the library promptly at closing time and during emergency drills and real emergencies

- Be responsible for all personal belongings and property; and
- Respect the designation of particular areas in the library for particular purposes.
- Take responsibility for unattended children. Children under eight must be accompanied by an adult at all times.

The following behaviours are deemed unacceptable:

- Use of offensive, racist or discriminatory language; and
- Abuse of other library patrons or Somerset Council employees including intimidation and harassment;
- Excessive noise including receiving and conducting mobile phone calls, where other library patrons or library employees are disturbed;
- Operating or soliciting a business;
- Distributing a petition or conducting a survey;
- Consumption of alcohol or drugs or the appearance of intoxication;
- Accessing or playing offensive or objectionable materials through any forms of multimedia;
- Interference with personal or Somerset Regional Libraries property including theft or vandalism.
- Bringing a dog or other animal into the library (including foyer), with the exception of certified Guide, Hearing or Assistance dogs.

### **Cancellation of Membership and Entry Bans**

Right of library membership or use can be suspended or cancelled at the discretion of library staff if:

- The member fails to return library materials or to pay for lost or damaged materials.
- The clients behaviour disturbs other library clients or staff and they do not desist from this behaviour when requested to do so by library staff.

### **Entry Bans**

A person who is so directed must leave the library immediately and:

- not re-enter the library on the same day,
- failure to comply with direction from staff may result in suspension of library privileges and referral to the police for further action.

- For serious breaches of the Library's Conditions of Entry, clients may be banned from entering the library.
- Except in the event of dangerous or unlawful behaviour at which time an immediate can be imposed, a written notice of intention to ban will be issued to persons in breach of the conditions together with the opportunity to respond. In order that the nature of the breach is fully understood, specific details of the breach will be provided with the notice of intention to ban.
- The duration of the ban will depend on the nature and severity of the infringement and whether the patron has been previously banned. The minimum period of a ban is one month.

### **Appeals on Entry Bans**

- A person who has been banned may appeal to the Chief Executive Officer, Somerset Regional Council within 10 days
- Somerset Regional Libraries recognises that excluding, or banning, a person from a public building is a serious matter.
- Exclusion/ banning is a last resort, only warranted after conciliatory approaches have failed, or immediately in response to serious infringements of security.

## **6. DATE OF RESOLUTION**

This policy was approved by the Chief Executive Office and adopted by the Somerset Regional Council at the Ordinary Meeting of 10 April 2019.

Signed:

A handwritten signature in black ink, consisting of a stylized, cursive 'S' followed by a long, sweeping horizontal line that curves upwards at the end.

Date: 4 March 2020