

E.H. Parker Library (Subiaco Library)

Customer Code of Conduct Guidelines

1. Introduction

The Western Suburbs Library Group (WSLG) are public libraries funded and managed by the Councils of Cottesloe, Peppermint Grove and Mosman Park; Nedlands; Subiaco and Claremont to provide general public library services for residents and visitors. The WSLG, allows library members to utilise the resources of all libraries in the group (Subiaco, Nedlands, Mt Claremont, Claremont and The Grove).

The WSLG *Customer Code of Conduct* outlines the responsibilities of WSLG customers in its onsite and online spaces. It is supported by the:

[Library Board of Western Australia Act 1951](#)
[Library Board \(Registered Public Libraries\) Regulations 1985](#)

2. Behaviour in the Library

The WSLG libraries are committed to providing a welcoming and safe environment for everyone who enters the building or interacts with our services in any capacity.

- Customers are required to treat other customers and staff with respect, in the building and when interacting with library services online and over the phone.
- Customers must cooperate with staff, including leaving the building or moving their belongings when asked to do so.
- Customers are responsible for their own belongings; please do not leave your items unattended. Staff have the right to remove unattended bags for security reasons.
- Visitors to the building must wear an acceptable level of clothing – shirt, shorts and shoes, or the equivalent.
- Accessing pornographic or offensive material in the library is not permitted.

3. Abusive and aggressive behaviour

The library is a public service for all the community. The Council, as the managing authority of the library, has an obligation to ensure a safe and welcoming environment for both patrons and staff.

The safety of patrons and staff is the highest priority. Aggression, violence or damage to property is not tolerated. Violence or threatened violence will result in an instant ban, possibly permanent, and the police will be called if deemed necessary. Bad language, aggressive language, physical threats or intimidation are also not acceptable.

Customers who direct negative behaviour to staff such as being rude, overbearing, impolite, or raising their voice unnecessarily while staff are attempting to apply or explain a policy or carry out an administrative task, will be asked to desist. If the behaviour persists staff

concerned may cease serving that person immediately, and/or that person may be asked to leave the library.

4. Removal and banning

The WSLG library reserves the right to remove any person from the building and exclude them if they fail to uphold our Standards of Behaviour.

For serious or repeated breaches, the Library Manager or Coordinator may decide to ban the offender for longer periods or permanently, or attach conditions to the person's continued use of the library. This will be communicated, if possible, by letter. A memo on the patron's card (if a member) indicating the nature of the ban should indicate the future use of the library.

A ban could indicate:

- not able to utilise library services and/or
- banned from re-entering the library

Any person banned from using a WSLG library service is banned from utilising all WSLG library services.

If a patron/customer is asked to leave because they are banned from entering the library and they refuse, staff will call the police to deal with the unlawful trespass.

Should a person wish to appeal any such decisions made by the Manager or Coordinator, they may do so in writing to the CEO of the appropriate Council.

5. Complaints about other customers

Customers should attempt to negotiate desirable outcomes by politely requesting fellow patrons to modify their behaviour if it is affecting them adversely, or seeking permission of fellow patrons before doing something which may affect other users.

Library staff will respond to requests to monitor conditions and serious breaches of acceptable behaviour, and will endeavour to negotiate outcomes that take into account the library's multiple roles and the comfort and needs of all users.

6. Children and Minors

The library offers a range of services for young people and families with children.

- Children aged 11 years and under must be supervised by an adult.
- If a child aged 11 years or under is left unattended, a Library Officer will endeavour to arrange for an adult responsible for the child to collect them. If this is not possible, the police will be notified.

- 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.

The WSLG supports the principles of being a Child Safe Organisation. However, we ask that parents, carers and educators be mindful that the libraries exist for all customers; staff are not able to judge if members of the public present a danger to children. Library patrons should report any child safety concerns to the child's parent, and/or library staff.

7. Public internet access

The WLSG libraries provide free public access to the internet services. The libraries have no control over the content of material available via the internet and accepts no responsibility for damages, direct or indirect, arising from the use of internet access. The libraries respect the rights of individuals to privacy. However, access to internet facilities is provided in a public space and through publicly available facilities, and therefore no guarantee of privacy can be made. The ordering of goods or services and sending of personal, confidential, or sensitive information in an email or over the internet is undertaken at the customer's sole risk.