

Code of Conduct



Wodonga Library

The following Code of Conduct applies for the comfort and protection of Wodonga Library patrons and staff.

Patrons are encouraged to accept responsibility for the appropriate care of the facilities, services and resources in a way that ensures fair access by Wodonga residents to the library.

By entering the library you agree to the Conditions of Entry and Code of Conduct.

The code will be courteously enforced by library staff.

Behaviour

- Please use the library in a way that treats everyone with respect and keeps noise to a minimum;
- Please leave the library when requested at closing time, during an emergency or if requested by a library staff member;
- Disruptive patrons will be requested to amend their behaviour. If after a first warning, they continue to be disruptive, he/she will be asked to leave. If the patron is an unattended young person they will be asked to wait by the main entrance for a responsible adult to collect them;
- The Library Team Leader may take necessary measures to suspend library privileges of any individual who wilfully and continuously violates the Code of Conduct. The patron in question will receive written notification that their membership has been suspended and that they have been banned from the library premises for between 1 and 12 months, depending on the severity of their behavior. This will be done in consultation with Wodonga Council executive before enforcing any such action taken;
- Breaches related to inappropriate computer use (including accessing illegal, and or pornographic sites) will result in the immediate and permanent termination of internet and library membership privileges if applicable. Library staff will report any illegal or criminal violations to the appropriate authorities if it feels that security has been compromised or acceptable use has been breached;
- Wodonga Council upholds the right to seek assistance from security services or the police in relation to patrons not following this Code of Conduct; and,
- Please be aware that the library is a smoke, drug, alcohol and pet free zone. Special assistance dogs are welcome.

Library resources

Patrons are asked to:

- Provide proof of identification/library card to access resources and equipment. Patrons must be a library member to access the PlayStations; and,
- Use library materials, equipment and furniture with respect and for designated purposes only.

Public Computer and Internet Usage

Internet acceptable use standards apply to all patrons accessing the Wodonga Library free internet connection and public use computers, these include:

- Not visiting internet sites that contain illegal, obscene, racist, pornographic or other offensive material;
- Using headphones where sound is required; and,
- Not uploading, downloading or transmitting any copyrighted materials which may be subject to current, future or pending copyright.

Council reserves the right to restrict or completely prohibit internet access and/or to report any illegal or criminal violations to the appropriate authorities if it feels that security has been compromised or if these facilities have been used inappropriately.



Public Computer Reservation

- To reserve a computer and activate an internet session patrons need to produce their library membership card and know their PIN. Non-members can request a guest pass;
- Public computers can be used for 30 minutes for non-members and a maximum of 2 hours (2 x 1 hours sessions) for members per day;
- If patrons are late for their session, the booking will be cancelled after 10 minutes;
- Restriction of children's access to the internet is the responsibility of the parent or carer; and,
- The patron is responsible for their own printing, and scanning. Staff are available to assist with the sending of faxes.

Services for children

Library staff will not assume responsibility for the care of unsupervised children in the library. While in the library, parents and carers are responsible for monitoring the activities and regulating the behaviour of their children.

- Children and young people can be issued with their own library card with full borrowing privileges, however, people aged under the age of 16 need to provide a responsible guarantor (parent or carer) when applying for membership. This is the person who will be contacted if library staff are concerned about the child's welfare, behaviour or safety. It is the responsibility of the guarantor to keep personal information, including telephone numbers and addresses, up to date;
- Leaving a child in a public place without parent or carer support is an offence under the Child Welfare Act 1947;
- Parents and carers must assume responsibility for any damage to library resources caused by their children whilst the children are in the Library;
- Children and young people have access to the full range of library material. It is the responsibility of parents or carers at all times to monitor what their child is accessing and reading in any resources the library makes available including the internet; and,
- If it is determined that a child is lost or left unattended library staff will attempt to identify and locate the parent or carer. The Library will only accept information about who to contact from the child if the child is not a member of the library. If a parent or carer cannot be found, or if a contacted parent or carer has not picked up the child by closing time, the child will be taken to the Wodonga Police Station and/or the appropriate government welfare authority. A staff member who holds a Victorian Working with Children check will remain with the child on the library premises until the nominated parent/guardian or the appropriate authorities arrive.

Camera Surveillance

For the safety of patrons and staff, security surveillance cameras have been placed in the library. Personal information collected by CCTV will be handled according to the Information Privacy Act. Cameras will not be used to impinge on a private activity, or an individual's reasonable expectation of privacy. A copy of footage may be released to Victoria Police to assist with criminal investigations, subject to a written request, and subsequent approval by the CEO, or delegate.

Related policies

City of Wodonga Complaint handling guidelines

City of Wodonga Complaint handling policy

City of Wodonga Customer focus directive

City of Wodonga Child safety guidelines

City of Wodonga Customer focus standards for staff and volunteers

City of Wodonga Child safety policy (TBC)

City of Wodonga staff Code of Conduct

Related legislation

The Child Wellbeing and Safety Act, 2005

The Children, Youth and Families Act, 2005

Victorian Child Safe Standards, which were effective from 1 January 2017

References

Beyond a Quality Service: Strengthening the Social Fabric. Standards and Guidelines for Australian Public Libraries, 2012: 64), Australian Library and Information Association, 2012.