



Library Use Policy

Policy Owner	Information and Education Team Leader
Issue Date	July 2008
Last Revised Date	October 2010
Next Review Date	June 2011

1. Purpose

This Policy sets out acceptable conduct and behaviour of patrons in the libraries to ensure that the library service operates efficiently and effectively for the benefit of the whole community.

2. Scope

This Policy applies to all City of Melbourne library service points.

3. Definitions

- *Council* means City of Melbourne
- *Library* means a Library belonging to, or under the control or management of, Council and includes the buildings, rooms, offices, passageways, staircases, foyers, meeting rooms, adjacent entrances and sanitary facilities and includes the City, East Melbourne and North Melbourne Libraries and library facilities at Docklands Hub
- *User* means any person, whether or not a member, who visits a Library for the purpose of using any Library resources and/or facilities
- *Member* means any user who has fulfilled the requirements for membership of the Library and has a current membership card
- *Authorised Staff Member* means any person officially employed by Council in the Library.

4. Application

This Policy applies to all individuals and organisations wishing to become members of the library service. Conditions relating to membership are detailed in the *Membership Policy*. The loan of materials are detailed in the *Loans Policy*. The *Internet Policy and Public Access Library PCs Policy* details conditions for the use of public Internet and email facilities and the *Home Library Service Guidelines* details services for those unable to personally visit the Library through disability. The *Notice Board and Display Facilities Policy* and *Venue Hire Policy* detail conditions for use of those facilities.

5. Policy

The Library Service endorses the *ALIA Statement on public library services* which is attached.

- 5.1. The Library is open to all citizens subject to the following conditions. Authorised staff members have the right to exclude anyone who behaves in a manner which poses a threat to the safety and comfort of staff or other library users. Library users may only enter the Library at the times of opening fixed by Council except with the permission of an Authorised Staff Member.

Melbourne Library Service Policy

- 5.2. A person must not, without the consent of the Council or Library Management, use a Library for any other purpose than reading, consulting or borrowing the books of the Library or utilising any other library service or information service.
- 5.3. Conditions of Entry
People who are intoxicated or under the influence of a prohibited drug must not enter the Library.
People must not bring any animals, birds or reptiles into the Library with the exception of guide and hearing dogs; and
Library users must not enter restricted areas of the Library without the permission of an Authorised Staff Member.
- 5.4. Libraries offer a range of services that support the information, literacy, education and recreational needs of young people. Libraries do not provide child care. Libraries are not a substitute for child care agencies, and any parent/carer who uses libraries as such is potentially putting their child at risk. Libraries do not have the facilities or appropriate licences to attend to children who are sick, injured or hungry.
Children under the age of eight years must be accompanied and supervised by a responsible person.
Children aged 8-12 years must not be left unaccompanied in the Library for longer than 30 minutes and the police may be called if unaccompanied children are in the Library at closing time

6. Behaviour within the Library

- 6.1. Library users must:
Conduct themselves in a responsible and reasonable manner at all times within the Library;
Provide proof of identity, such as a current Library membership card, when requested by an Authorised Staff Member; and
Pay any fee or charge detailed in the *Loans Policy* for the use of any equipment or service.
Be appropriately attired - this includes wearing footwear.
- 6.2. Library users must not:
Wilfully damage or steal any library materials, furniture, equipment or facilities;
Make any unnecessary noise, or cause any noise to be made, which will interfere with the enjoyment of the Library by other users;
Run or throw items within the Library or endanger other users or staff in any manner;
Smoke, eat hot food or drink alcohol within the Library;
Sell any items or make a collection of money within the Library;
Wear rollerblades within the Library or bring any skateboard or other vehicle into the Library with the exception of prams and wheelchairs;
Bring into the Library any substance which may damage library materials;
Distribute any handbills, advertisements, petitions or other notices within the Library;
Canvass for any purpose;
Gamble for money within the Library; or
Remain in the Library after having been lawfully directed to leave by an Authorised Staff Member.

7. Membership of the Library

In order to borrow items, users must be current members of the Melbourne Library

Melbourne Library Service Policy

Service. All Victorian residents are eligible for membership and short-term membership is available for interstate and overseas visitors.

All applicants for membership must agree to comply with Library policies. Failure to do so may result in the suspension, and in some cases cancellation, of membership rights and privileges.

Use of membership cards is not transferable and the holder of the membership card is responsible for all items borrowed on the card. The Library must be notified within 48 hours of any loss or theft of membership cards and within 7 days of any change of address.

Refer to the *Membership Policy* for full details and conditions.

8. Responsibilities

Any user must immediately desist from unacceptable behaviour and must immediately leave the Library if requested by an Authorised Staff Member. Failure to comply with the conditions of the *Library Use Policy* may result in suspension of Library privileges and, if appropriate, referral to the police for further action.

9. References

Loans Policy
Internet Policy
Public Access Library PCs Policy
Home Library Service Guidelines
Venue Hire Policy
Membership Policy
Notice Board and Display Facilities Policy
City of Melbourne Privacy Policy
Information Privacy Act 2000

STATEMENT ON PUBLIC LIBRARY SERVICES

ALIA objects addressed

To promote the free flow of information and ideas in the interests of all Australians and a thriving culture and democracy.

To promote and improve the services provided by all kinds of library and information agencies.

Principle

Freedom of access to public library and information services is essential to the democratic process and to the social well-being of the Australian community.

Statement

Each member of the Australian community has an equal right to public library and information services regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.

A public library services its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in any format in order to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

Public libraries have an important role in the development and maintenance of a democratic society by giving individuals access to a wide and varied range of information, ideas and opinions.

Public libraries serve as a first point of access for information for the general public and for the public's access to the national system of library and information services.

The satisfaction of a person's information needs must be independent of an ability to pay. Local, state/territory and Commonwealth governments have an obligation to provide public library services to all members of the library's clientele without direct charge to the user.

Australians resident in rural, regional and remote areas should have access to the library and information services they require at a level comparable to that available to Australians who reside in metropolitan areas.

The Australian Library and Information Association believes that public library services have particular responsibilities to monitor and respond to the changing demographic characteristics and trends of their communities, to consult with their communities and to meet information, learning and recreational needs of an increasingly diverse society. Public library services should ensure that they have policies in place to respond to and meet relevant legislative requirements.

Related documents

[ALIA statement on free access to information](#)

[ALIA core values statement](#)

[ALIA statement on information literacy for all Australians](#)

[ALIA statement on online content regulation](#) Adopted 2004