

# Standards of Behaviour

## 1 *The City of Albany is committed to providing a welcoming and safe environment for everyone who enters a library facility or interacts with its services in any capacity.*

- a. Patrons are required to treat other people and staff with respect, in the building and over the phone, showing regard for others' needs, sensitivities and rights. Anti-social, aggressive, or violent behaviour will not be tolerated.
- b. 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; please do not leave your items unattended. Staff have the right to remove unattended bags for security reasons.

- c. When copying library materials and sharing material online, you are responsible for observing the provisions of the Copyright Act 1968. For more information, please refer to our information on Copyright in library collections.
- d. Accessing pornographic or offensive material in the library is not permitted. For more information, please refer to our Public Library Information Technology (IT) Use Policy.

The City of Albany reserves the right to remove any person from a library facility and exclude them if they fail to uphold its Standards of Behaviour.

## 2 *Food and Drink*

- a. Snack Food and contained drinks are permitted. Please be mindful, food consumed should not affect the experience of other patrons.

## 3 *Children and Minors*

- a. Primary school aged children must be supervised by an adult.
- b. If a primary school aged minor is left unattended, a staff member will endeavour to arrange for an adult responsible for the child to collect them. If this is not possible, the police will be notified.
- c. High school aged minors may use the library's facilities and services unaccompanied but are expected to follow the same standards of behaviour as adults.
- d. Minors and their usage of the collections, computers or equipment will not be supervised by staff, unless they are attending a facilitated program.
- e. The City of Albany supports the principles of being a Child Safe Organisation. However, we ask that parents, carers and educators be mindful that the library is used by members of the community; staff are not able to judge if members of the public present a danger to children.

## 4 *Animals*

- a. Animals are not permitted to enter or remain in the library unless they are a registered service animal or part of a library program facilitated by library staff.