

1. INTRODUCTION

Riverina Regional Library (RRL) branch libraries endeavour to provide safe and pleasant environments for the public to enjoy while at the same time ensuring that staff, volunteers, and visitors are provided a secure and productive place in which to work and enjoy. To achieve this end, RRL supports the legislative guidelines for libraries set out in the [Library Regulation 2018](#).

1.1 Policy Objectives

The Riverina Regional Library Customer Exclusion Policy is guided by the [Library Regulation 2018 Part 3 Use of libraries and library material](#) and the RRL Internet Usage Policy. This policy determines the parameters and guidelines for library staff to follow regarding exclusion of members of the public from libraries. It is the intention of RRL that these parameters be used in conjunction with staff judgement to make informed decisions that assist in providing safe and pleasant environments for the public and staff.

1.2 Scope of Policy

This policy applies at all RRL branch libraries.

1.3 Definitions

Riverina Regional Library **branch libraries** include:

Adelong, Barooga, Batlow, Berrigan, Bland, Coolamon, Cootamundra, Corowa, Culcairn, Finley, Gundagai, Henty, Holbrook, Howlong, Jindera, Junee, Leeton, Mulwala, Temora, Tocomwal, Tumbarumba, Tumut, and the Mobile Library.

Member councils are councils that are signatories to the RRL Deed of Agreement.

1.4 Legislative Context

RRL operates under the [Library Act 1939](#) and the [Library Regulation 2018](#).
Related legislation: [Work Health and Safety Act 2011](#).

1.5 Related Documents

RRL Customer Service Charter and Customer Code of Conduct
RRL Fees and Charges Schedule
RRL Internet Usage Policy
RRL Children's Policy

1.6 Responsibilities

Any person entering the library is responsible for abiding by the intent of this policy. The RRL Customer Exclusion Policy is available to the public via the [RRL website](#).

1.7 Reporting and Revision Requirements

This policy will be reviewed annually in line with objectives in the RRL Strategic Plan.

Progress of policy reviews will be reported biannually.

Adoption and approval arrangements will be undertaken through the RRL Advisory Committee approval process.

2. POLICY CONTENT

2.1 General Principles of the Riverina Regional Library Customer Exclusion Policy

2.1.1 Authorisation

The [Library Regulation 2018](#) assigns authority to all library staff to request a person comply with the regulation or in the case that said person does not comply, to ask the person to leave the library premises if the regulation has been breached.

The public, RRL staff, including administration centre and branch library staff, are responsible for abiding by the intent of this policy. A person who is seen to have breached the regulation may be advised by staff that compliance with the regulation is required. Staff may offer to provide the person a copy (or direct them to the policy on the internet) of the RRL Customer Service Charter & Customer Code of Conduct and/or the [Library Regulation 2018](#).

2.1.2 Staff training and communication

Staff are made aware of their responsibilities to ensure a safe and pleasant environment for themselves, the public, volunteers, and other members of the public visiting the libraries. RRL staff are kept up to date with information from around the region where appropriate. RRL provides forums for discussion of library issues via email and via Branch Meeting/Training Days held bi-annually during the year.

Staff are required to provide information to library management at their branch regarding any breach of the [Library Regulation 2018](#). Exclusion from the library may only be endorsed by either the (Branch) Library Manager or (Branch) Officer-in-Charge.

2.1.3 Process for asking a person to leave the library

Staff may request that a person leave the library if it is decided that there has been a breach of or does not intend to comply with the [Library Regulation 2018](#) and/or the RRL Internet Usage Policy.

Where a person is seen to be in breach of the [Library Regulation 2018](#) or the RRL Internet Usage Policy and has resisted complying after a request from staff, they may be asked to leave the library premises by a staff member authorised to do so by either the (Branch) Library Manager or the (Branch) Officer-in-Charge, to ensure the safety and wellbeing of those working and using the library at the time. The authorised staff member will provide advice to the person in breach with a period of time for which the person must not return to the library. The person must agree not to return within the stated time, or they may be excluded from the library for a longer length of time by management.

Initially the exclusion may not need to be extended other than a “**cooling off period**” where the person could be permitted re-entry to the library should they decide to comply.

2.1.4 Exclusion from the library

Periods of exclusion are based on those established by the Library Council of NSW. Periods of exclusion will only be enforceable by the Library Manager or Officer-in-Charge of a RRL Branch Library with the endorsement/advisement of said branch's member Council management.

2.1.5 Periods of exclusion

The maximum period for exclusion from RRL is life.

To determine the period of exclusion consideration will be taken as to the nature and severity of the breach and whether the person has breached the regulation prior to the current incident.

If necessitated, the period of exclusion for repeat occurrences and/or severe breaches will be set at up to one (1) year.

Where a person has been excluded from the library for a period of a year, a review of the circumstances may be undertaken and the exclusion lifted if the RRL Manager, Library Manager, Officer-in-Charge and/or member Council Management deems it warranted. Discussion of the lifting of the exclusion period must be undertaken by those directly involved i.e., Officer-in-Charge or Library Manager and/or member Council Management.

The Library Manager or Officer-in-Charge, in consultation with the RRL Manager, may determine a period of exclusion up to the maximum of life. The extended time of exclusion will be directed by the severity of the breach and the impact on staff, volunteers and library users and visitors. Advisement of such exclusion will be provided to the General Manager of the affected member Council.

2.1.6 Notification of exclusion

Notification in writing will be provided to a person who is excluded from the library for a breach of the Regulation or the RRL Internet Usage Policy.

The letter will be provided either in person or by post where the person's name and address is known. In the case that the person is not known to staff, and the person refuses to provide their name, the person will be notified on their return to the library with the letter addressed Dear Sir/Madam and hand delivered. The letter will identify the breach of the Regulation or the RRL Internet Usage Policy and the non-compliance after request. The letter will also identify the time period for which the person will be excluded from the library and also set out the review and appeal process.

Communication of the exclusion will be provided to staff who will be required to know should the person return to the library.

2.1.7 Review and appeal process

A person who has been excluded from the library may ask to have their case reviewed by the RRL Manager, the (Branch) Library Manager or (Branch) Officer-in-Charge. A determination will be made in relation to whether the exclusion will remain in force or if the time limit of the exclusion will be reduced or extended. The determination will be made with all available documentation regarding the exclusion including incident reports and will take into account the case put forward by the person seeking the review.

2.1.8 Records management

All incidents, including breaches of the Regulation will be recorded by the staff member initially involved in the incident. Reports of breaches should be made on the day of the incident and signed and dated by the staff member(s) making the record. Staff members will advise their supervisor of the incident and provide the report as soon as convenient whereby the supervisor will sign and date the report.

Records of exclusion will be recorded by the (Branch) Library Manager or (Branch) Officer-in-Charge and kept as per the member Council's record keeping requirements.

2.2 Related Legislation

The RRL Customer Exclusion Policy, which is guided by the [Library Regulation 2018](#), determines guidelines for all stakeholders, including staff and the public, in relation to excluding members of the public from a RRL branch library. The [Library Regulation 2018](#) Part 3 states:

(1) A library staff member may direct a person to leave the library, and not re-enter the library for such period as the staff member directs, if the staff member is of the opinion that:

- (a) *the person has contravened any provision of this Part, or*
- (b) *the person's condition, conduct, dress, or manner is likely to give offence to any person in the library or to interfere with any other person's use of the library.*

(2) *A person to whom such a direction is given must comply with the direction.*

(3) *The period for which a person may be excluded from the library by such a direction must not exceed the maximum period determined by the governing body of the library.*

2.3 Service Statement

RRL is dedicated to providing relevant, current and accessible information, resources and collections for our constituents as well as providing safe, welcoming and accessible facilities. Where possible, RRL customers can expect:

- Prompt, courteous, and accurate service.
- Clear and accurate information about library policies.
- Libraries to be open in accordance with advertised opening hours.
- Staff with professional expertise and knowledge.
- Access to a wide range of library and information services.
- Free and equal access to resources and services to all individuals and groups within the community, in accordance with the [Library Act 1939](#).
- Access to online library services and internet facilities.
- Confidentiality in accordance with the [Privacy and Personal Information Protection Act 1998](#).

2.4 Amendments

Amendments to this policy in relation to operational matters may be made with the approval of the RRL Manager.

3. REFERENCES

New South Wales Government Legislation, [Library Act 1939](#)

New South Wales Government Legislation, [Library Regulation 2018](#)

State Library of NSW, [Legislation and Policies](#)

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1	June 2010	August 2010	June 2010
2	January 2014	May 2014	March 2014
3	January 2018	June 2018	March 2018
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This document is to be reviewed annually.			