

- Treat library facilities, equipment, collections and property with due care.
- Not access inappropriate sites or images on public access computers or personal laptops.
- Not bring animals in to the Library, with the exception of companion or therapy animals and other designated occasions agreed to by the Manager.
- Not consume food and drink near any computers or equipment or library stock.
- Not commit theft, vandalism, assault, or other criminal offences, or carry a weapon into the library. This will be referred to the Police immediately by Library staff.
- Not take photographs/videos in the library without express permission from the Library Manager.
- Keep personal items with you at all times. The Library is not responsible for the security of personal belongings.
- Not undertake selling for profit, distribution of leaflets, surveys, circulating petitions or collecting for charity within the Library, unless by prior arrangement with the Library Manager.
- Leave the Library and follow staff instructions when requested at closing time and during emergency procedures.
- Inform Library staff promptly of any concerns you have relating to the behaviour of other clients.

Children in the Library

Although Library staff take care to ensure the safety of all library users, they cannot provide child minding services.

- Children under 13 years old must be accompanied and supervised by an adult at all times.
- Parents are advised to be aware of the following procedures in relation to unsupervised children in the library:
- If children are found left alone without adult supervision, library staff will attempt to contact their parent or care provider
- If they cannot be reached within a reasonable amount of time or they ignore these conditions of use on the supervision of children, Library staff will contact the Police to ensure the child's safety.

Consequences & Penalties

- Clients who do not comply with the Customer Code of Conduct may be asked to leave the Library or may be refused access to the Library buildings
 - Clients who are asked to leave the Library may be excluded from the Library for a period of time as determined by the Manager and/or the CEO Wimmera Regional Library.
 - Damage, theft, vandalism and other illegal actions will be referred to the police.
1. Abuse and harassment of staff and/or other library users— Refer to police and negotiate ban in conjunction with police recommendation
 2. Abuse or damage to the collection and equipment, vandalism, theft— Refer to police and negotiate ban in conjunction with police recommendation
 3. Accessing internet porn within the library on either library computers or personal devices
 - First offence 1 month
 - Second offence 3 months

Appeal for reinstatement

- Application for reinstatement of membership rights can be made to the Manager and or CEO.
- Alternatively the Ombudsman's Office may be contacted.



Mibus Centre
28 McLachlan St
Horsham VIC 3400

WRLC.library@wrlc.org.au
Tel: 03 5382 1777

www.wrlc.org.au



Conditions of Membership

In signing the Wimmera Regional Library Corporation library card you agree to:

- accept responsibility for all items borrowed on your card, or any card for which you have responsibility
- pay all applicable fees and charges including replacement costs for lost, stolen, damaged or destroyed items
- report any damage to any item that you have borrowed
- notify and provide proof of any change of address
- pay a replacement fee if a replacement card is required
- return or renew items by the due date or pay the applicable overdue charges as determined by the Library Board
- respect the right of library staff to issue instructions and to apply conditions to the use of library resources. This includes the safe and responsible use of technology
- respect the right for library staff to require presentation of your card prior to use of library resources
- respect the rights of other library users
- report a lost library card immediately. You will be held responsible for any items borrowed on your card prior to the loss being reported
- borrow audio-visual items for use in your equipment at your own risk
- abide by the Local Laws of the Library
- abide by the rules and conditions of any other Swift Library that you choose to use your WRLC library card at.

Computer/Internet/Wifi Conditions of Use

WRLC Internet resources must not be used for any illegal, unauthorised or dangerous purpose and must be used in accordance with federal and state laws, and the policies and by-laws of the Library. This includes processing or copying information that in any way breaches or infringes copyright, patents or any other intellectual property rights.

WRLC Internet resources must not be used to defame, libel, ridicule or disparage any person or organisation. It must not be used to access or display material that is illegal, discriminatory, restricted or otherwise inappropriate. Material displayed on the screen must be appropriate to a public access site.

Users of library PCs

- All use of Internet resources and services is at your own risk. We do not control the content on any site, or make any representation or warranty about, accuracy, quality, or validity of any material accessed. Provision of private or personal information to Internet sites, including chat and social networking sites, is at your own risk.
- No liability is accepted for any loss or damage caused by the use of the computers, the Internet or by the transmission of computer viruses or charging of devices.
- Parents/Guardians of children under 18 years of age are solely responsible for their child's use of the Internet and any content, information or services accessed.
- Children under 13 years of age using library computers must be supervised by a parent/guardian.
- Bookings must be made and time limits for bookings must be respected. If you are 10 minutes late for your booking, your session will be cancelled.
- Limited assistance may be available, but users must be generally self-sufficient when using the Internet/computers.
- No more than two people at a time are to use a computer.
- No food or drink is allowed near the computers
- Users are responsible for the cost of all printing as per the charges determined by the Board.

Users of library wifi facilities

- The library cannot guarantee a secure connection at all times and places in the library, as many things can interfere with wifi. The library takes no responsibility for lost data, etc due to a lost connection.
- Wifi networks are transmitted via radio waves and are therefore susceptible to potential 'eavesdropping'. Patrons should be aware of this when transmitting data. All virus and security protection is the responsibility of the user.
- The library does not assume responsibility for any damage, theft, alterations, interference or loss of any kind to a user's equipment, software, data files or other personal property brought into or used at the library's facilities.
- Staff will provide no technical support and will not deal with patron's personal computer or device.

Inappropriate use of the internet/wifi or the Library PCs may result in access being cancelled or further action being taken including being banned from the library.

Inappropriate use of the internet/wifi or the Library PCs includes any of the following:

- The display/downloading of pornographic/offensive material
- Modification of library hardware, settings, or software
- Illegal, criminal or anti-social (intimidation, harassment, bullying) internet use
- Damage/theft of library resources
- Refusal to vacate a library PC when a booking has expired and access is required by another user

Infringements

Any infringement of these terms and conditions may lead to:

- denial of access to the Library's computer equipment and/or Wifi
- being escorted from the premises
- exclusion from the Library for a period set by the Library
- referral to an appropriate legal authority

Customer Service Charter & Customer Code of Conduct

Wimmera Regional Library is committed to providing a welcoming and safe environment for recreation, research, study, learning and relaxation at its 11 branch libraries.

The following *Customer Service Charter* and *Customer Code of Conduct* describe what behaviours and services customers can expect from staff at Wimmera Regional Library branches, as well as the behaviours that are expected from our customers.

WRLC Customer Service Charter

Our customers can expect:

- Prompt, courteous, welcoming & accurate service
- Clear & 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
- Access to online Library services & Internet facilities
- Confidentiality in accordance with the Privacy & Information Act

Customer Code of Conduct

It is expected that library customers will:

- Inform yourself of the membership conditions of the Library so that you can enjoy what is available without conflict. A copy of the conditions is available at all branch libraries and on the library website www.wrlc.org.au
- Treat other library users and Library staff with respect and courtesy. Unsociable behaviour, including excessive noise, harassing or threatening staff or clients, is not acceptable.
- Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety and the interests of other clients using Library facilities.
- Consider others when using mobile phones or audio devices such as electronic games, pagers or CD players in public areas.