



**IPSWICH LIBRARIES – CUSTOMER
EXCLUSION POLICY**

**DOCUMENT NO:
A4693742**

1.1 Objectives:

This policy outlines the conditions under which Library users who act outside the ***Ipswich Libraries – Acceptable Behaviour Policy*** may be removed or excluded from the Library.

1.2 Regulatory Authorities:

- Ipswich City Council Local Law No 1 (Administration) 2013
- Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013
- *Subordinate Local Law No. 7. 1(Local Government Controlled Areas and Roads) 2013*
- *Libraries Act 1988*
- *Local Government Act 2009*
- *Work Health and Safety Act (Queensland) 2011*
- *National definition of bullying for Australian schools (Bullying. No Way! <https://bullyingnoway.gov.au>)*
- *Policies:*
 - Ipswich Libraries – Acceptable Behaviour Policy
- *Procedures*
 - Supervision of Children in Ipswich Libraries
 - Library Technology – Public Access Use Procedure

1.3 Policy Statement:

Ipswich Libraries recognises that excluding or banning a person from a public facility is a serious matter which only occurs after significant consideration.

Exclusion or banning occurs in response to a breach of the *Ipswich Libraries – Acceptable Behaviour Policy* or to serious infringements of security. The Library's preferred approach is to educate and assist Library users to understand acceptable behaviours, but where required, penalties will be applied, up to and including total and permanent exclusion from all Library premises.

All Library staff are authorised to make judgements regarding individual or group behaviour and may direct persons who breach the ***Ipswich Libraries - Acceptable Behaviour Policy*** to leave the Library. Further penalties may apply, as per the Schedule of Penalties detailed below.

SCHEDULE OF PENALTIES

Behaviour Type	Penalty
<p>Category 1</p> <ul style="list-style-type: none"> • Undertaking or attempting to undertake any illegal activity, including drug related activities, assault or fighting, use or display of weapons, malicious fire alarm activity or interference with safety equipment • Property damage, including graffiti • Theft or attempted theft of Library materials or equipment (\$250 or more) • Directing specific threat of physical harm or intimidation • Engaging in sexual conduct or activity, including indecent exposure or lewd conduct • Inappropriate interactions with minors • Possessing or using a controlled substance or alcoholic beverage • Major misuse of public computers, such as downloading malicious or illegal software onto computers, accessing pornography etc. 	<ul style="list-style-type: none"> • Immediate removal from Library premises • Exclusion from Library premises with total loss of all Library privileges, from 1-5 years, or permanent exclusion in extreme cases • Incident reported to Queensland Police <p>Exclusion for Category 1 behaviour may be authorised by:</p> <ul style="list-style-type: none"> • Library Services Manager
<p>Category 2</p> <ul style="list-style-type: none"> • Persistent disruptive behaviour or behaviour that interferes with normal Library operations • Behaviour that disturbs other customers or staff, such as harassment or the use of insulting, offensive or threatening language or behaviour that endangers self or other customers • Bullying as defined by the <i>National Definition of bullying</i> 	<ul style="list-style-type: none"> • One warning at the discretion of Library staff • Subsequent offences will result in removal from Library premises • Exclusion from Library premises and / or loss of all Library privileges from 3-12 months • Repeated offending may result in Category 1 penalties <p>Exclusion for Category 2 behaviour may be authorised by:</p> <ul style="list-style-type: none"> • Library Services Manager • Library Managers

<p><i>for Australian schools</i></p> <ul style="list-style-type: none"> • Refusal to leave premises when directed to do so • Returning to Library during active exclusion • Smoking on Library premises • Being under the influence of any controlled substance or intoxicating beverage • Misuse of Public Access Computers, including viewing inappropriate material or using someone else's card 	
<p>Category 3</p> <ul style="list-style-type: none"> • Improperly using Library restrooms (bathing, shaving, laundry etc.)Bringing pets or other unapproved animals into the Library • Excessively loud or disruptive behaviour • Use of insulting, offensive or threatening language or manner towards staff or others • Inadequate supervision by carers for those in their care • Inappropriate dress, including lack of shirt or footwear • Littering • Offensive personal hygiene • Misuse of library property or facilities such as moving furniture or equipment • Blocking aisles and walkways • Running, riding skateboards, bicycles, scooters etc. 	<ul style="list-style-type: none"> • One or more warnings, at the discretion of Library staff • Subsequent offences will result in direction to leave the library immediately and not re-enter for a period of not more than 3 days. • Exclusion from Library premises and / or loss of all Library privileges from 1-28 days • Repeated offending may result in Category 2 penalties <p>Exclusion for Category 3 behaviour may be approved by:</p> <ul style="list-style-type: none"> • Library Services Manager • Library Managers • Library Coordinators • Library Team Leaders

Behaviours listed are indicative and should be used as a guide, and are not intended to be a definitive list. Staff will make judgements about the appropriateness of proposed penalties based on a number of factors including:

- The age of the person involved (poor behaviour by children will be dealt with in the first instance per the *Supervision of Children in Ipswich Libraries* procedure)
- The mental capacity of the person involved
- Previous behaviours and attitudes displayed by the person
- The presence of parents, carers or other assistants for the person
- The frequency and severity of the behaviours

Where an exclusion of more than 14 days is applied, written notification of the exclusion, detailing the reasons for exclusion, will be provided where the name and address of the person is known.

Individuals who have been excluded from the Library for longer than 14 days may apply in writing to the Library Services Manager for consideration to have the decision reviewed.

1.4 Scope:

This policy applies to :

- All Library premises
- Anybody occupying or using those premises
- Communications with Library staff conducted from outside Library premises, by mail, telephone, email, other Internet service, or any other means

1.5 Roles and Responsibilities:

All Library staff are responsible for implementing this policy consistently across all Library premises.

1.6 Definitions:

Ipswich Libraries or Library – refers to all branches and outlets of the Library service, including the Mobile library

Premises – refers to all buildings, interior and exterior, and all grounds, kiosks and facilities controlled and operated by Ipswich Libraries

Customer – refers to all users of the Ipswich Libraries, whether or not they are Library members

Exclusion – refers to disallowing entrance by a person to all Library premises

1.7 Policy Author:

Library Operations Manager

Date of Council Resolution: 27 February 2018

Committee Reference and Date: Policy and Administration Advisory Committee No. 2018(01) of 13 February 2018

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