

# Conditions of entry – Yarra Libraries

<b>Title</b>	<b>Conditions of Entry – Yarra Libraries</b>
<b>Responsible officer</b>	Coordinator Library Services
<b>Review date</b>	February 2028
<b>Human Rights compatibility</b>	Yarra Libraries actively supports the substantive rights outlined in the <i>Charter of Human Rights and Responsibilities Act 2006 (Vic.)</i> , notably those of relevance to the role and function of public libraries including freedom of thought, conscience, religion and belief, freedom of expression, taking part in public life and cultural rights.

## Purpose

The conditions of entry define acceptable conduct and behaviour of visitors to Yarra Libraries, ensuring we provide a safe and welcoming environment for everyone.

These conditions support consistent, fair decision making by staff and make clear that safety, access and inclusion are core responsibilities of Yarra Librarians.

## Scope

These conditions of entry apply to all Yarra Libraries premises, including the immediate vicinity of each library building.

## Our Commitment to Inclusion

Yarra Libraries is committed to being a welcoming and accessible space for all members of the community.

We recognise and actively support:

- Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the land on which our libraries operate and respect their continuing connection to culture, community and knowledge
- Culturally and racially marginalised communities and the importance of safe, inclusive public spaces free from discrimination
- People experiencing homelessness, vulnerability or disadvantage and their right to access public library spaces with dignity and respect
- We aim to balance inclusion with safety, ensuring that expectations of behaviour are applied fairly, consistently and without discrimination.

## Conditions of Entry

All visitors to the library or immediate surrounds must:

1. conduct themselves in a courteous and respectful manner to staff and other visitors,
2. wear reasonable attire including footwear and a shirt,
3. present any container or bag for inspection on the request of an Authorised Staff Member,
4. dispose of waste responsibly and ensure spaces are left tidy,
5. follow all reasonable requests from Authorised Staff Members to modify disruptive or unsafe behaviour,
6. leave the library if instructed by an Authorised Staff Member,
7. only enter during opening hours unless otherwise authorised,
8. and actively supervise all children in their care at all times.

Visitors must not:

9. intentionally cause discomfort or inconvenience to staff or other visitors,
10. cause harm or pose a risk to staff or other visitors,
11. use abusive or discriminatory language,
12. consume alcohol, illicit drugs or misuse substances,
13. eat or drink near computers and other library equipment,
14. smoke or vape inside the library or within 4 metres of any entrance,
15. deface, damage or interfere with library property (or items in the care of the library),
16. conduct any form of gambling,
17. leave personal belongings unattended,
18. access or display offensive, obscene or indecent material (as prohibited under the *Summary Offences Act 1966*) on library computers, equipment or personal devices,
19. take photographs or videos without permission from an Authorised Staff Member,

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20. bring a dog or animal inside the library (including the foyer or within 2 metres of a library entrance) except for registered assistance animals,
21. leave children under the age of 12 unattended for any length of time,
22. distribute or display any handbills, advertisements, petitions or notices without permission from an Authorised Staff Member.

### **Safety and Child Protection**

Any library visitor that observes or has knowledge that a child or young person is, or is at risk of, being abused or harmed at a library service, program, event or facility must report it to an Authorised Staff Member immediately. Where the child or young person is in immediate danger, they must call Victoria Police on Triple Zero (000) without delay.

### **Enforcement**

Failure to comply with any reasonable direction by an Authorised Staff Member to rectify a breach of these conditions may result in a suspension of library membership, a ban on accessing library spaces and services, and/or referral to the police for further action.

### **Complaints and Feedback**

Yarra Libraries is committed to fairness and accountability.

If a visitor believes they have been treated unfairly or wishes to make a complaint, they can:

- speak with a staff member or branch supervisor, or
- lodge a complaint through Yarra City Council's complaints process by contacting council via phone on 9205 5555 or via email at: [info@yarracity.vic.gov.au](mailto:info@yarracity.vic.gov.au)

Complaints will be managed in line with Council policy and investigated respectfully and transparently.

## Definitions

Term / Abbreviation	Definition
<b>Authorised Staff Member</b>	Any person officially employed by Council to work for Yarra Libraries.
<b>Library (or ‘The Library’)</b>	All or any library outlet under the management and control of the Council and includes all buildings or portions thereof, and other areas, facilities and vehicles used in connection with the provision of the library service.
<b>Library Card</b>	A current and valid card issued to a member in accordance with the Yarra Libraries Policy as authority to borrow and access collection items and resources in person and online.
<b>Member</b>	A person or institution with a registered library card issued by an Authorised Staff Member.
<b>Yarra Libraries</b>	Encompasses all library facilities, resources, services and activities provided by Yarra City Council.
<b>Visitor</b>	Any person whether or not a member, making use of the library’s services, facilities or resources.

## Related documents

- *Yarra Council Child Safe Policy*
- *Equal Opportunity Act 1995 (Vic)*
- *Charter of Human Rights and Responsibilities Act 2006 (Vic)*