

## **MILDURA RURAL CITY COUNCIL LIBRARIES**

### **CONDITIONS OF USE.**

For the enjoyment and safety of everyone we ask that you follow our Conditions Of Use while you are with us. We are committed to providing high quality customer service in an open, inviting and safe environment at all times.

- Treat everyone with courtesy and respect, and cooperate with staff requests. Verbal or physical abuse will not be tolerated
- Respect the safety and property of others and their enjoyment of our library.
- Please advise staff of any concerns about the behaviour of other library users, do not approach other users about behaviour directly
- Offensive language or intimidation / aggression is not acceptable. Anyone engaging in such behaviour may be asked to leave the premises, excluded from the premises for a specific period of time, or referred to police
- Surveillance cameras monitor public areas
- Photography, filming and livestreaming is not permitted without approval of Manager of Libraries & Knowledge Hubs
- This facility is a shared space, please be mindful of others in regard to noise, including phone calls and online meetings
- You must look after and supervise children in your care
- Any library customer 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 staff immediately. Where the child or young person is in immediate danger, they must call Victoria Police on Triple zero (000) without delay
- Accept responsibility for personal belongings. Keep valuable items with you at all times for your safety
- Not consume alcohol, drugs or smoke or vape in the library
- Only bring animals that are guide or assistance animals
- Leave the library at closing time, during emergency procedures or if directed by a staff member to do so
- To keep our items in good condition, please be careful with food and drink. Bring drinks in covered containers
- Care for our technology, resources and facilities
- When photocopying you are responsible for observing Copyright Laws
- E-Scooters and e-bikes can't be charged indoors at our library
- Follow our Technology Conditions of Use on laptops and library computers. Computer login activity may be monitored for troubleshooting and security purposes. Login activity may be given to relevant authorities if required
- Members who are 'barred' from a Libraries Victoria Library for non-return of borrowed or lost items will also be barred from Mildura Rural City Council Libraries until the issue has been resolved. Please note, we do not intervene in these matters on a member's behalf
- Distributing literature, soliciting or selling by members of the public is not permitted