

WSLG Customer Code of Conduct

The WSLG *Customer Code of Conduct* outlines the responsibilities of WSLG customers in its onsite and online spaces. For additional details visit the library website. It is supported by the:

[Library Board of Western Australia Act 1951](#)

[Library Board \(Registered Public Libraries\) Regulations 1985](#)

Behaviour in the Library

The WSLG libraries are committed to providing a welcoming and safe environment for everyone who enters the building or interacts with our services in any capacity.

- Customers are required to treat other customers and staff with respect, in the building and when interacting with library services online and over the phone.
- Customers must cooperate with staff, including leaving the building or moving their belongings when asked to do so.
- Customers are responsible for their own belongings; please do not leave your items unattended. Staff have the right to remove unattended bags for security reasons.
- Visitors to the building must wear an acceptable level of clothing – shirt, shorts and shoes, or the equivalent.
- Accessing pornographic or offensive material in the library is not permitted.
- Photography and filming in the library is not permitted without consent.

Children and Minors

The library offers a range of services for young people and families with children.

- Children aged 11 years and under must be supervised by an adult.
- If a child aged 11 years or under is left unattended, a Library Officer will endeavour to arrange for an adult responsible for the child to collect them. If this is not possible, the police will be notified.
- Minors aged 12 and over may use the library's facilities and services unaccompanied. Unaccompanied minors in the library are expected to adhere to the same standards of behaviour as adults.

Removal and banning

The WSLG library reserves the right to remove any person from the building and exclude them if they fail to uphold our Standards of Behaviour.

For serious or repeated breaches, the Library Manager or Coordinator may decide to ban the offender for longer periods or permanently, or attach conditions to the person's continued use of the library.

A ban could indicate:

- not able to utilise library services and/or
- banned from re-entering the library

7. Public internet access

The WLSG libraries provide free public access to the internet services.

- The libraries have no control over the content of material available via the internet and accepts no responsibility for damages, direct or indirect, arising from the use of internet access.
- The libraries respect the rights of individuals to privacy. However, access to internet facilities is provide in a public space and through publicly available facilities, and therefore no guarantee of privacy can be made.
- The ordering of goods or services and sending of personal, confidential, or sensitive information in an email or over the internet is undertaken at the customer's sole risk.