

## After-hours Access

### Terms & Conditions

The following terms and conditions apply to using Forestville Library outside its normal opening hours. These conditions are to ensure the safety and security of everyone using the library.

#### Our Child Safety Commitment

Northern Beaches Council is committed to safeguarding children and young people, and we adopt preventative and responsive systems and practices to protect children and young people from harm and abuse. Northern Beaches Council acknowledges that protecting the safety of children and young people is a whole of community responsibility and is everyone's business.

#### Authorised members

Northern Beaches Library members who are over the age of 16 and have:

- opted in to use Forestville Library outside normal opening hours
- completed a building and safety induction, and
- agreed to the conditions of use as outlined in this document.

#### Normal opening hours

- Forestville Library is open to all members of the public from Monday to Friday, 9am – 5pm and Saturdays 10am – 1pm. Closed Sunday.
- Members already in the library at normal closing time who wish to stay will need to exit the library and re-enter by scanning their card.

#### 1 General Conditions of Use

- 1.1. The After-hours Access Policy provides a framework for the use of Forestville Library during unstaffed hours.
- 1.2. It is the authorised member's responsibility to ensure that the Library is safe and secure. For after-hours emergencies such as power failure, blocked plumbing etc., authorised members are to phone Northern Beaches Council's 24-hour number **1300 434 434**. An emergency callout fee may be applicable if the call out is due to the authorised member's actions.
- 1.3. The authorised member undertakes that in connection with the use or occupation of the premises the authorised member will not permit or suffer anything to be done which is disorderly, offensive or illegal.
- 1.4. No animals are permitted in Council buildings, other than assistance animals or official animals of the NSW Police.
- 1.5. Forestville Library is multipurpose, and the Library Service cannot guarantee a certain noise level. Noise may be generated from authorised members' activities and tradespeople occasionally.

1.6. The conditions of use can change at any time without notice.

## **2 After-hours Access**

- 2.1. The applicant must be an existing Northern Beaches Library member or join as a new member.
- 2.2. To access the library outside of normal opening hours, library members need to opt in, complete a building & safety induction and agree to the conditions of use.
- 2.3. After-hours access is granted for a 12-month period, after which the authorised member will need to visit the library during normal opening hours to renew their access for an additional 12-months.
- 2.4. Authorised members need to scan their library barcode to gain access to the library outside of normal opening hours. If you have trouble using your library card, please consult a staff member during standard opening hours or send your enquiry to [library@northernbeaches.nsw.gov.au](mailto:library@northernbeaches.nsw.gov.au).
- 2.5. Use of other authorised members' library cards or attempting to gain access to the library under false pretences, is prohibited. Authorised members are also prohibited from helping unauthorised members gain access to the library outside its normal opening hours.
- 2.6. Tailgating is prohibited. Everyone entering the library outside normal opening hours must have their own after hour access enabled library card except for children under the age of 16 years who must be always accompanied and supervised by an authorised member.
- 2.7. Any items taken from the library must be borrowed through the self-loan kiosks.
- 2.8. Lost library cards are to be reported to as soon as possible. It is the authorised member's responsibility to arrange a time within normal opening hours to collect the new library card.
- 2.9. At times the library may be booked for events and after-hours access will not be available. The library will communicate upcoming changes to service via email, in-branch signage, social media and on our website. We recommend checking these sources ahead of visiting the library.

## **3 Closed-Circuit Television (CCTV)**

- 3.1. Forestville Library is under CCTV surveillance outside normal opening hours. Authorised members acknowledge and agree they will be recorded while in the Library.
- 3.2. CCTV footage is securely stored for 28 days after which it is automatically destroyed.

## **4 Emergency**

- 4.1. The authorised member must familiarise themselves with the Emergency Evacuation Management Plan for the premises. Authorised members are responsible for evacuating the premises in the case of an emergency.
- 4.2. Emergency procedures and floor plans are posted throughout the library. Authorised members should take note of their nearest emergency exits.

- 4.3. In an **emergency, always call 000**. In the case of a false alarm, authorised members are responsible for the full cost of any emergency services callouts.
- 4.4. **Emergency exit** – in the case of an emergency open the exit door in the back of the library. **Warning** – the alarm will sound and security will be notified. Use the exit in emergency situations only.
- 4.5. The authorised member must take direction from Library Staff in the case of an emergency when such staff is present.
- 4.6. The authorised member must ensure that all exit doors and access to fire equipment are kept clear.
- 4.7. The authorised member is responsible for ensuring that firefighting equipment is not discharged, used or interfered with for any reason other than its designated purpose. The Library Service must be notified as soon as possible if equipment has been used for any purpose.

## **5 Safety**

- 5.1. Authorised members are to consider safe practices at all times during their use of the Library.
- 5.2. In the event of an unsafe situation, press and hold the duress buttons for three seconds. A Police patrol will be sent out immediately to investigate. An unsafe situation is 1) a situation in which someone feels that they themselves or someone else is in direct personal danger; 2) any behaviour displayed by others that causes significant distress to themselves or other patrons; 3) the use of prohibited items as outlined in section 7.1.
- 5.3. Any accidents/near accidents should be reported to the Library Service in writing, providing full particulars of the incident including the contact names, numbers and addresses of witnesses and the injured person.
- 5.4. Any incidents, complaints or behaviours from other patrons should be reported via the library's customer feedback portal 'Your Voice'. The Library Service will respond directly to any feedback within 24-hours.

## **6 Damage/Loss of Property**

- 6.1. The authorised member must not place or use any substance on the floors, walls or other surfaces that would damage or alter the surface.
- 6.2. The authorised member is responsible for the full cost of any damage caused to the premises, grounds, furniture or fittings during the course of the authorised member's use of the Library, including scratches on floors caused by items being dragged across floor surfaces.
- 6.3. The Library Service does not take any responsibility for the loss or damage to the authorised member's equipment or personal possessions.
- 6.4. The authorised member is not permitted to use any adhesive materials, including but not limited to tape, on any internal or external wall or floor surfaces.

## **7 Prohibited Items**

- 7.1. Open flames, fireworks, flammable or combustible liquids, toxic or corrosive chemicals of any kind, kerosene or spirit-type lamps are not permitted.

- 7.2. Smoking, vaping and the consumption of alcohol is not permitted on the premises, including enclosed grounds.
- 7.3. In the case of a false alarm, authorised members are responsible for the full cost of any fire brigade callouts.

**8 Conduct**

- 8.1. Library members must always respect other Library users and not participate in behaviour or conduct likely to interfere with the comfort or convenience of others.
- 8.2. The library aims to be a safe and healthy environment
  - Be mindful and respectful of others
  - Discussions and mobile phones conversations should not disturb other members
  - Disruptive behaviour and excessive noise are not acceptable in any space in the library
- 8.3. Hot and cold drinks (non-alcoholic) are permitted provided they are in a covered container.
- 8.4. The library must be left clean, neat and tidy. Do not leave food wrappers or drink containers throughout the library.
- 8.5. For visitors' own safety and the comfort of other library users, sleeping in the library is not permitted.
- 8.6. Aggressive behaviour will not be tolerated.

**9 Termination of After-hours Access**

- 9.1. Failure to comply with any of these conditions will result in your authorised member access being revoked by the Library Service. Any breach of the terms and conditions including providing misleading or incorrect information on an application may result in immediate termination.

I, ..... (full name)

Library membership number .....

Agree to the above conditions of use and accept the responsibility of having after hour access to Forestville Library.

Signature ..... Date .....

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## After-hours Access

### Induction Checklist

Item	Complete
<p><b>1. Terms and conditions</b></p> <ul style="list-style-type: none"> <li>- After-hours access:               <ul style="list-style-type: none"> <li>o 12-month renewal period</li> <li>o Tailgating and unauthorised access</li> <li>o Report a lost library card immediately</li> </ul> </li> <li>- Prohibited items               <ul style="list-style-type: none"> <li>o Section 7.1</li> <li>o Alcohol, food &amp; drink policy</li> </ul> </li> <li>- Leave in clean condition, close blinds if opened</li> </ul>	
<p><b>2. Emergency and Safety</b></p> <ul style="list-style-type: none"> <li>- Emergency               <ul style="list-style-type: none"> <li>o Always call <b>000</b></li> <li>o Familiarise with the floor plans and emergency exits</li> </ul> </li> <li>- Unsafe situations               <ul style="list-style-type: none"> <li>o Press and hold the duress buttons for three seconds. A Police patrol will be sent out immediately to investigate.</li> <li>o Definition of an unsafe situation (section 5.2)</li> </ul> </li> <li>- Facilities               <ul style="list-style-type: none"> <li>o Emergencies related to power failure, blocked plumbing and facilities call 1300 434 434</li> </ul> </li> <li>- Feedback               <ul style="list-style-type: none"> <li>o Report any incidents, complaints or behaviours from other patrons via the customer feedback portal '<a href="#">Your Voice</a>'</li> <li>o Demonstration via kiosk in Library</li> </ul> </li> <li>- False alarms               <ul style="list-style-type: none"> <li>o You are responsible for the full cost of any emergency or security services callouts.</li> </ul> </li> </ul>	
<p><b>3. Closed-Circuit Television (CCTV)</b></p> <ul style="list-style-type: none"> <li>- The library is under CCTV surveillance outside normal opening hours</li> <li>- CCTV footage is securely stored for 28 days after which it is automatically destroyed</li> </ul>	
<p><b>4. Branch facilities</b></p> <ul style="list-style-type: none"> <li>- Bathroom</li> <li>- Public PCs &amp; Printing facilities</li> <li>- Self-service machines and how to borrow/return book club kits</li> <li>- Information Kiosks</li> </ul>	
<p><b>5. Entry door</b></p> <ul style="list-style-type: none"> <li>- Demonstrate how to access the library</li> <li>- Ensure door closes fully on entrance and exit</li> <li>- If staying on when library closes need to exit and scan to re-enter</li> </ul>	

Staff to:

1. Change the membership category in Spydus to 'Adult with extended hours access'.
2. Scan the signed form and store it in TRIM – PJ05309.
3. Email a copy to the patron.

Initial: Staff \_\_\_\_\_ Date \_\_\_\_\_