

Big Sky Libraries

# Customer Exclusion Procedures



Adopted [xx] 2015

# Big Sky Libraries

## Customer Exclusion Procedures

### 1. INTRODUCTION

The Branch Libraries of Big Sky Libraries (**Library Service**) endeavour to provide safe and pleasant environments for the public to enjoy while at the same time ensuring that staff, volunteers and visitors are provided a secure and productive place in which to work and enjoy.

These procedures are to be read in conjunction with the Customer Exclusion Policy document.

#### 1.2 Scope of Procedures

These procedures apply at all Branch Libraries of the Library Service.

#### 1.3 Definitions

The definitions set out in the Customer Exclusion Policy apply to these Procedures.

#### 1.4 Legislative Context

The Library Service operates under the *Library Act 1939* and the Library Regulation.

### 2. LIBRARY SERVICE RESPONSIBILITIES

#### 2.1 Process for asking a customer to leave the library

2.1.1 Staff may request that a customer leave a Branch Library if it is determined that there has been a breach of the Library Regulation or if the customer does not intend to comply with the Library Regulation. (The determination to ask a customer to leave a Branch Library will be based on that customer's behaviour and the associated penalty specified on the Schedule of Penalties set out in **Clause 2.3** of the Customer Exclusion Policy.)

2.1.2 In the case of behaviour for which a warning(s) may be given, the Branch Library staff member delivering the warning(s) is to explain:

- (a) the breach to the offending customer; and
- (b) the penalty to be incurred for that breach and any further breach of the Library Regulation, and

that Branch Library staff member does not have to witness the relevant act or event in order to deliver the warning to the relevant customer; he or she can do so on advice from other staff members or library

customers.

- 2.1.3 Where a customer is seen to be in breach of the Library Regulation and has resisted complying after the provision of a warning(s) (if applicable), the offending customer may be asked to leave the library premises by a staff member authorised to do so (by either the Branch Library Manager or the Regional Library Manager) to ensure the safety and wellbeing of those working and using the library at the time. The authorised staff member will provide advice to the offending customer, including the period of time for which the customer must not return to the library. The customer must agree not to return within the stated time or they may be excluded from the Branch Library for a longer length of time by management. If possible, the Branch Library staff member should be accompanied by another staff member in this endeavour.
- 2.1.4 In instances where the disruptive/ aggressive customer refuses to leave the Branch Library, the Police may be called by the Branch Library staff.
- 2.1.5 All formal warnings and exclusion incidents are to be reported and documented as set out in the Schedule in **Clause 2.3** of the Customer Exclusion Policy and as otherwise directed by the Regional Library Manager.
- 2.4.6 Records of exclusion will be recorded by the Branch Library Manager and kept as per the Member Council's record keeping requirements.

## **2.2 Periods of exclusion**

- 2.2.1 The periods of exclusion for certain offences are as set out in the Schedule in **Clause 2.3** of the Customer Exclusion Policy. If the conduct giving rise to the breach is not specified in that Schedule, the offending customer can be immediately excluded by Branch Library staff for a period of up to one (1) week to provide Branch Library staff with the opportunity to obtain guidance on any additional appropriate exclusion period from the Regional Library Manager.
- 2.2.2 Where a customer has been excluded from a Branch Library for a period of one (1) year or more, a review of the circumstances may be undertaken and the exclusion lifted if the Cooperative Library Manager, the Branch Library Manager, and/or management of the relevant Member Council deems it warranted. Discussion of the lifting of the exclusion period must be undertaken by those directly involved.

## **2.3 Notification of exclusion**

- 2.3.1 Notification in writing will be provided to a customer who is excluded from a Branch Library for a breach of the Library Regulation - the Standard Letter (as amended) will be provided either in person or by

post where the customer's name and address is known.

2.3.2 In the case that the customer is not known to staff, and the customer refuses to provide their name, the customer will be notified on their return to the Branch Library with the Standard Letter addressed Dear Sir/Madam and hand delivered. The letter will identify the breach of the Library Regulation and the non-compliance after request. The letter will also identify the time period for which the customer will be excluded from the Branch Library and also set out the review and appeal process.

2.3.3 Communication of the exclusion will be provided to other Branch Library staff, the Cooperative Library Manager, the Director of Corporate Services and General Manager of the relevant Member Council in accordance with the Schedule in **Clause 2.3** of the Customer Exclusion Policy.

### 2.3 Review and appeal process

2.3.1 A customer who has been excluded from a Branch Library may ask to have their case reviewed by application in writing to the Regional Library Manager, specifying the reason the review is required. The person undertaking and determining the review will depend on the period of the original exclusion as follows:

<b>Time of Original Exclusion</b>	<b>Identity of Reviewer</b>
Equal to or less than two (2) months	Cooperative Library Manager
Greater than two (2) months - one (1) year	Director of Corporate Services, of Relevant Member Council General Manager of Relevant Member Council
Exceeding one (1) year	Relevant Member Council

A determination will be made in relation to whether the exclusion will remain in force or if the time limit of the exclusion will be reduced or extended. The determination will be made with all available documentation regarding the exclusion including incident reports and will take into account the case put forward by the customer seeking the review.

### 3. REVIEW AND AMENDMENT

3.1 These procedures shall remain in effect until revised and adopted by the Regional Library Managers' Group.

3.2 These procedures will be reviewed in conjunction with the Customer Exclusion Policy.