

Customer Service Commitment

Wimmera Libraries is committed to providing a welcoming and safe environment for recreation, research, study, learning and relaxation at its branches.

The HRCC **Customer Commitment Charter** describes the behaviours and service commitments that customers can expect from staff at all Council service points. You can find the full document on the Council website: www.hrcc.vic.gov.au.

Wimmera Libraries commits to providing you with:

- prompt, courteous and welcoming service.
- clear and accurate information, including about library and Council policies.
- opening times consistent with advertised hours.
- staff with professional expertise and knowledge.
- access to a wide range of library and information services.
- equal access to resources and services, no matter who you are, or to which community group you belong.
- access to online library services and Internet facilities.
- confidentiality in accordance with the Privacy and Data Protection Act.

Customer Code of Conduct

The Customer Code of Conduct below outlines the behaviours that are expected from our customers. It is expected that library customers will:

- treat other library users and library staff with respect and courtesy.
- abide by the library membership conditions herein, to enjoy what is available without conflict.
- consider others when using mobile phones or audio devices such as electronic games, pagers or CD players in public areas.
- understand that we will not tolerate behaviour that is likely to put someone in physical danger or make them feel threatened or disrespected.

Our employees are trained to report inappropriate conduct immediately and we reserve the right to end a call or ask you to leave the library premises.

Consequences and Penalties

- Customers who do not comply with the Customer Code of Conduct may be asked to leave the library or may be refused access to the library buildings.
- Customers who are asked to leave the library may be excluded from the library for a period of time as determined by the HRCC CEO.

Appeal for Reinstatement

- Application for reinstatement of membership rights can be made to the HRCC CEO.
- Alternatively, the Ombudsman's Office may be contacted.

Membership Types

- Adult, Youth, or Junior (guardian consent for <18)
- Online Only (eResources and computers/Internet)
- Temporary (non-Victorians; 2-book limit; \$5 fee)
- Institutional (eg, schools, residential care facilities; bulk loans; yearly account renewal)
- Home Library Service

Why We Collect and How We Use Your Personal Data

- **Proof of address** is required for the purpose of any charges that may accrue for lost or damaged items. Membership residency statistics within Horsham and West Wimmera are also required for governmental reporting and funding.
- **Date of birth** is used to restrict or allow borrowing of DVDs depending on classification ratings. It is also used to guide analysis of and budgeting for the various age groups' collection items.
- **Email and/or mobile phone** are encouraged for timely notices regarding reservations or due dates. (Notices by post can limit the time available for you to take action in response to messages.) They also allow us to contact you (eg, if you have lost property, or to update about requested items).

For further information or assistance, contact us via:

Phone: 03 5382 1777

Email: info@wimmeralibraries.vic.gov.au

www.wimmeralibraries.vic.gov.au

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Welcome to the library!

Conditions of Membership

In signing the Wimmera Libraries membership card you agree to:

- accept responsibility for all items borrowed on your card, or any card for which you have responsibility.
- return or renew items by the due date.
- pay all applicable fees and charges including replacement costs for lost, stolen, damaged or destroyed items.
- report any damage to any item that you have borrowed.
- notify and provide proof of any change of address.
- pay a replacement fee if a replacement card is required.
- respect the right of library staff to issue instructions and to apply conditions to the use of library resources. This includes the safe and responsible use of technology.
- respect the right for library staff to require presentation of your card prior to use of library resources.
- respect the rights of other library users.
- report a lost library card immediately. You will be held responsible for any items borrowed on your card prior to the loss being reported.
- borrow audio-visual items for use in your personal audio-visual equipment at your own risk.
- abide by the rules and conditions of any other Libraries Victoria branches where you choose to use your Wimmera Libraries card.
- treat library facilities, equipment, collections and property with due care.
- not access inappropriate sites or images on public access computers or personal laptops.

Conditions of Membership (continued)

- not bring animals into the library, with the exception of companion or therapy animals, or in other approved circumstances by agreement with the Library Coordinator.
- not consume food and drink near any library computers, equipment or stock.
- not bring in or consume alcohol or illegal drugs.
- not commit theft, vandalism, assault, or other criminal offences, or carry a weapon into the library. This will be referred to the police immediately by library staff.
- not take photographs/videos in the library without express permission from the Library Coordinator.
- keep personal items with you at all times. The library is not responsible for the security of personal belongings.
- not undertake selling for profit, collecting for charity, or distribution of leaflets, surveys or petitions within the library, unless by prior arrangement with the Library Coordinator.
- leave the library and follow staff instructions when requested at closing time and during emergency procedures.
- inform library staff promptly of any concerns you have relating to the behaviour of other customers.

Children in the Library

Although library staff take care to ensure the safety of all library users, staff cannot provide child-minding.

- Children under 13 years old must be accompanied and supervised by an adult at all times.
- Parents are advised to be aware of the following procedures in relation to unsupervised children in the library:
 - If children are found left alone without adult supervision, library staff will attempt to contact their parent or care provider;
 - If guardians cannot be reached within a reasonable amount of time, or repeatedly disregard these conditions of use regarding the supervision of children, library staff will contact the police to ensure the child's safety.

Find out more about HRCC's commitment to the Child Safe Standards via www.hrcc.vic.gov.au.

Computer, Internet and Wi-Fi Conditions of Use

The Internet at Wimmera Libraries must not be used for any illegal, unauthorised or dangerous purpose, and must be used in accordance with federal and state laws, and Horsham Rural City Council (HRCC) policies. This includes processing or copying information in any way that breaches or infringes copyright, patents or any other intellectual property rights.

Wimmera Libraries Internet resources must not be used to defame, libel, ridicule or disparage any person or organisation. It must not be used to access or display material that is illegal, discriminatory, restricted or otherwise inappropriate. Material displayed on the screen must be appropriate to a public access site.

Users of Library PCs

- All use of Internet resources and services is at your own risk. We cannot make any representation or warranty about accuracy, quality, or validity of any material accessed on the world wide web.
- Provision of private or personal information to Internet sites, including chat, social networking and online shopping sites, is at your own risk.
- No liability is accepted for any loss or damage caused by the use of the computers, Internet, or by the transmission of computer viruses or charging of devices.
- Parents/guardians of children under 18 years of age are solely responsible for their child's use of the Internet and any content, information or services accessed.
- Children under 13 years of age using library computers must be supervised by a parent/guardian.
- Time limits (1 hour) apply for use of PCs. At staff discretion, time can be extended, only if other customers are not booked and/or waiting for use.
- No more than two people at a time are to use a library computer.
- No food or drink is allowed near the computers.
- Users are responsible for the cost of all printing as per the charges determined by HRCC.
- While staff can provide general digital literacy

assistance, they cannot provide full technical support for your personal computer or device. Hardware or software issues with your device are more appropriately taken to an IT company for servicing.

- Staff must balance digital assistance with general customer service duties. For complex and/or time-consuming assistance, staff may request you return later or make a dedicated appointment.

Users of Library Wi-Fi Facilities

- The library cannot guarantee a secure connection at all times and places in the library, as many things can interfere with Wi-Fi. The library takes no responsibility for lost data (etc) due to a lost connection.
- Wi-Fi networks are transmitted via radio waves and are therefore susceptible to potential 'eavesdropping'. Patrons should be aware of this when transmitting data. All virus and security protection on personal devices is the responsibility of the user.

Inappropriate use of the Internet/Wi-Fi or the library PCs may result in access being cancelled or further action being taken, including being banned from the library.

Inappropriate Use of the Information Technology

- The display or downloading of pornographic or offensive material.
- Modification of library hardware, settings, or software.
- Accessing, or attempting to access, staff computers.
- Illegal, criminal or anti-social (intimidation, harassment, bullying) Internet use.
- Damage or theft of library equipment.
- Refusal to vacate a library PC when a booking has expired and access is required by another user.

Infringements

Infringement of these terms and conditions may lead to:

- denial of access to the library's computer, equipment and/or Wi-Fi,
- being escorted from the premises,
- exclusion from the library for a period set by the HRCC CEO, or
- referral to an appropriate legal authority.