

Bags Policy

The State Library of Queensland is committed to providing a safe and welcoming environment for research, study, recreation and learning. The State Library Bags Policy aims to ensure the safety of the State Library's collections, facilities and staff whilst maintaining adequate client access. The State Library provides visitors with a cloakroom facility as a secure location to deposit their personal belongings while visiting the premises.

A national alert system has been set up by the federal government to ensure agencies are prepared to address a defined level of threat should the need arise. This Bags Policy is based on the national alert level, currently set at medium, and will need to be amended if the alert level rises. Refer to the State Library General Security Plan for further information.

Allowable Items

The State Library reserves the right to inspect any item brought into the Library.

Level 1	Up to two bags no larger than the size of a large school bag. Food and drink permitted.
Levels 2 & 3	Up to two bags no larger than 30 x 35 x 10cm . Bottled water permitted.
Special Restrictions Apply	slq Gallery (Level 2) (during exhibitions) All bags will be inspected upon entry. One bag no larger than 30 x 35 x 10cm . No bottled water.
	John Oxley Library & Fox Family White Gloves Room (Level 4) Paper, pencils and laptops only. No bottled water.
Level 5	Visitors to Level 5 with oversized bags will be required to have these bags tagged. Staff – all size bags allowable. Staff may be required to present bags for inspection upon exit.

Please Note:

- No food or drink, except on Level 1 and bottled water on Levels 2 & 3.
- No umbrellas,
- No sharp implements.

Special Exemptions

Certain large items may be permitted to be carried into the main areas of the Library (excluding the slq Gallery and the John Oxley Library). These items will be tagged for easy identification by staff and security officers. Visitors who are permitted entry with large items accept that the item must be presented for inspection upon their exit from the State Library premises.

Examples of these items are:

- Laptop bags containing laptop and accessories (except in the slq Gallery)
- Bags containing care needs for babies or people with disabilities
- Baby back pack carriers as long as it is in use (i.e. the baby is being carried in it at the time)
- Umbrellas or other items which are specifically needed as a walking aid (the umbrella must not be wet)
- Any other item that has been given special approval to be taken into the premises.

Visitors who take approved and tagged oversized items into the State Library premises accept that the items are to be presented for inspection upon their exit.

Cloakroom

Items not accepted into the State Library under the personal items allowance should be checked into the cloakroom. However, visitors' items may be refused from the cloakroom on the basis of weight, quantity or contents. This policy exists to ensure the safe and efficient operation of the cloakroom.

The following criteria apply:

- Items over 16kg will not be accepted
- Items in excess of two per visitor will not be accepted
- Items which pose a potential safety or security threat will not be accepted (i.e. dangerous goods such as weapons or chemicals, or items with a strong or offensive odour)
- Any other items not considered suitable will not be accepted.

Unclaimed items

Visitors are required to retrieve their bags/items upon exit from the premises. Any items unclaimed at the end of day closure of the State Library will be inspected by the Cloakroom Attendant, in the presence of the Security Officer, and a lost property report completed. The State Library reserves the right to charge visitors who deliberately use the cloakroom service as a public storage facility a fee. Unclaimed items will be held for a period of four months as per statutory requirements and the State Library reserves the right to dispose of these items as it deems necessary.

Acceptance of risk

The State Library cloakroom is staffed at all times and all reasonable measures are taken to ensure the security of items accepted for cloaking. However, visitors should be aware that items are left at their own risk. Visitors are strongly encouraged to keep their cloakroom token in a secure place as the State Library is unable to accept responsibility for property retrieved from the cloakroom by another person holding the corresponding token.

Feedback

A feedback form is available for visitors to complete at the Level 1 reception. Feedback on this Bags Policy will be monitored with the policy being reviewed on a regular basis.