



# Responsible Conduct Policy

<b>Title</b>	<b>Responsible Conduct Policy</b>
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<b>Maintained By:</b>	<b>Engagement and Partnerships</b>
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## **1. Document Control**

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Document version approved June 2017

## **2. Authority**

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State Librarian and CEO

## **3. Purpose**

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The purpose of the Responsible Conduct Policy (the Policy) is to contribute to the State Library being:

- a safe place
- a welcoming place
- a respectful place, where
  - needs and interests can be pursued freely
  - people show due regard to the needs, sensitivities and rights of others.

The Policy defines the commonplace standards of behaviour on which fulfilment of this purpose depends, and establishes how State Library staff respond when these standards are not observed.

## **4. Scope**

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The Policy applies to:

- State Library premises and anybody occupying those premises
- Communication with State Library staff conducted from outside State Library premises, by mail, telephone, email, other Internet service, or any other means.

## **5. Related Procedures**

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The Policy is implemented through the Responsible Conduct Procedures.

## 6. References

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The Policy is supported by:

- [Intellectual Freedom Policy](#)
- [Public Access Information and Communication Technology \(ICT\) Services Policy](#)
- [Information Privacy Act 2009](#)
- [Code of Conduct for the Queensland Public Service](#)
- [Bags Policy](#)
- [Libraries Act 1988](#)

## 7. Definitions

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Term	Definition
<b>Inconsiderate or offensive behaviour</b>	<p>Includes but is not limited to:</p> <ul style="list-style-type: none"><li>• displaying material that is offensive or objectionable to other members of the public, such as pornography, expressions of racial hatred, and representations of violence</li><li>• being noisy in designated quiet areas (including receiving and conducting mobile telephone calls)</li><li>• personal hygiene or dress contrary to minimum community norms</li><li>• canvassing or hawking</li><li>• interference with personal property</li><li>• abuse of State Library property, or behaviour that puts State Library property at risk, including misuse of furniture and eating or drinking in non-designated areas</li><li>• abuse of State Library systems and processes</li></ul>
<b>Infringement of security and safety</b>	<p>Includes but is not limited to:</p> <ul style="list-style-type: none"><li>• physical assault</li><li>• events, actions or behaviours that harm, or threaten or create risk of harm (including intimidation and harassment)</li><li>• theft or malicious damage of property, including personal property and the property of the State Library</li><li>• trespass, including unauthorised entry to non-public areas and unauthorised access to State Library information systems</li></ul>
<b>Client Behaviour Incident Report</b>	<p>A report that is prepared by State Library staff following an infringement of security or when a client refuses to cooperate with staff enforcing the Policy.</p>
<b>The Policy</b>	<p>The Responsible Conduct Policy</p>
<b>QPS</b>	<p>Queensland Police Service</p>
<b>PS</b>	<p>Protective Services</p>
<b>PSO</b>	<p>Protective Services Officer</p>
<b>SPSO</b>	<p>Senior Protective Services Officer</p>

Term	Definition
<b>State Library premises</b>	The South Bank, Cannon Hill, and Cairns sites, any transport service operated by the State Library and any other premises or areas that State Library has leased, hired, or otherwise contracted to use. With respect to the South Bank site the limit of State Library premises is the roofline of the State Library building and The Edge. Surrounding common areas are subject to the Policy only if the State Library has contracted the use of those areas.

## 8. Policy Statement

### 8.1 Standards of behaviour

The State Library welcomes everybody subject only to observance of two commonplace standards of behaviour:

- that the security and safety of people or property is not infringed
- that due regard is shown for the needs, interests and rights of others.

Failure to observe these standards is considered unacceptable.

### 8.2 Unacceptable behaviour

- **Inconsiderate or offensive behaviour** is considered unacceptable. This includes but is not limited to the examples provided in the Definition table.
- **Infringement of security and safety** is also considered unacceptable. This includes but is not limited to the examples provided in the Definition table.
- State Library staff are empowered to determine whether or not behaviour is unacceptable for the purposes of the policy.

### 8.3 Response to infringements of security and safety

#### Role of State Library staff

State Library staff are required to refer all apparent infringements of security to Protective Services.

#### Role of Protective Services Officers

- Protective Services is responsible for maintaining security on State Library premises.
- The jurisdiction, function and powers of Protective Services Officers are defined in the State Buildings Protective Security Act 1983.
- Protective Services staff have jurisdiction over all State Library premises.
- Within the jurisdiction of Protective Services, Senior Protective Security Officers (SPSOs) are invested with certain powers of search and the authority to demand identification, direct a person to leave a State Government building and to detain a person, pending arrival of a Queensland Police Service officer.
- Protective Services is contracted on the Queensland Cultural Centre (QCC) precinct to actively monitor and enforce security measures. On State Library premises Protective Services Officers operate under the State Library Security Policy and relevant legislation.
- At the South Bank site, Protective Services maintain a continuous presence, undertaking regular patrols and continuously monitoring closed circuit television cameras in place

throughout the State Library building and the Cultural Centre precinct. Duress buttons, which can be used to page Protective Services officers, are in place at service points in the State Library premises including The Edge.

- Protective Services Officers may remove a person from State Library premises after conciliatory approaches have failed, or in response to infringements of security.

#### Involving the Queensland Police Service (QPS)

Protective Services Officers have primary responsibility for determining when the involvement of the QPS is warranted and for actually requesting the assistance of, and liaising with, the QPS.

State Library staff may independently request the assistance of the QPS if difficulty in contacting Protective Services would increase risk of harm to any person or prevent enforcement of the law.

### **8.4 Response to inconsiderate or offensive behaviour**

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The initial response to inconsiderate or offensive behaviour is to encourage the person responsible to behave in a more considerate manner.

#### Initial response

With reference to the detailed description in the Responsible Conduct Procedures document, the response of State Library staff to inconsiderate or offensive behaviour is to:

- point out the possible adverse impacts of the client's behaviour on others
- support the person in using the State Library effectively

#### Second response and removal

A person on State Library premises whose behaviour is unacceptable, and who fails to heed initial approaches by State Library staff or Protective Services officers, will be informed by a Protective Services officer that under the Policy he/she will be removed from the premises.

When a person is being removed from the State Library the person is told (by the attending Protective Services officer) why he or she is being removed, that the removal is occurring under the Policy and that he or she will not be permitted to re-enter State Library premises until the next day.

In the case of a client leaving the premises prior to Protective Services involvement and removal, staff should complete a Client Behaviour Incident Report.

#### Termination of communication with State Library staff conducted from outside State Library premises

A person who behaves unacceptably in communicating with State Library staff from outside State Library premises (by being abusive, for example) will be informed that communication will be terminated unless the behaviour ceases. Communication will be immediately terminated unless the person complies.

#### Client Behaviour Incident Report

A Client Behaviour Incident Report should be completed following any of the circumstances described above.

### Authority

The authority to initiate the removal of a person from State Library premises under the Policy is delegated to the most senior officer available or to the attending Protective Services officer.

Authority to terminate communication by person any person from outside State Library premises under the Policy is delegated to all staff.

## **8.5 Bans**

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### Grounds

A person may be banned from entering the State Library or communicating with State Library staff from outside State Library premises ('banned'), on the following grounds:

- infringements of security or safety
- he/she has been the subject of Client Behaviour Incident Reports or has had communication with State Library staff from outside State Library premises terminated three times within a 6 month period.
- A person may be banned only on condition that their identity can be positively established.

Note that Protective Services reports with reference to State Library clients may be taken into consideration by the State Librarian or Director regarding the issuing of a ban.

### Authority

The State Librarian has the authority to issue bans for any period.

State Library Executive Directors have delegated authority to issue a ban and to determine the duration of a ban up to a maximum of 6 months.

### Consequences

A person who has been banned may be issued with a letter on the premises or may be informed by registered letter of the ban. The letter will include a summary of incidents leading to the ban, the basis of the ban in policy, the duration of the ban and appeal rights and procedures.

The duration of a ban is at the discretion of the State Librarian or an Executive Director and is determined by circumstances leading to the ban and whether the banned person has been previously banned.

A banned person apprehended attempting to enter State Library premises will be prevented from doing so. A banned person who is apprehended on State Library premises will be immediately required to leave.

Entering or attempting to enter State Library premises during the term of a ban is grounds for extending the ban.

### Appeals

A person who has been banned may appeal to an Executive Director or the State Librarian regarding the ban. The State Librarian may delegate consideration of the appeal of the ban to an Executive Director but not to the Executive Director who originally issued the ban.

The determination of the appeal will be made by consideration of the available Incident Reports and records, and any case put forward by the person seeking the review.

The appeal should be settled within 1 week of its receipt and client informed of the outcome as soon as is practicable.

## Register of bans

A register of current bans is maintained and kept at the Reception counter. It may be viewed on request by client service staff. The Register may include a copy of the ban notice and other information identifying banned people, including photographs.

## **8.6 Protection of State Library Property**

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Under S.81 of *the Libraries Act 1988*, the State Library reserves the right to inspect bags at exits and to prevent bags being brought into non-designated areas.

The State Library may seek restitution for serious damage to, or theft of State Library property resulting from apparently intentional or reckless actions.

## **8.7 Information privacy**

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Under the State Government's *Information Privacy Act 2009* and its own *Intellectual Freedom Policy* the State Library is committed to protecting the privacy of clients.

Formal records are made of infringements of security or a clients' refusal to cooperate with staff enforcing the Policy. These records serve the enforcement of the Policy, and inform improvement of the Policy, related Procedures and staff training.

A record made in the enforcement of the Policy is treated as confidential and subject to strict controls:

- Records are registered in State Library's central files
- Records are made available within State Library only for purposes related to the enforcement of the Policy and only with the sanction of the State Librarian or an Executive Director.
- Records are made available outside the State Library or Protective Services (including to law enforcement officials) only with the specific permission of the State Librarian and only if this is required under law, is reasonably necessary for the enforcement of the criminal law, or there are reasonable grounds for believing that any person's life or health would be put at risk by not disclosing the information.
- Members of the public have access to records created in the enforcement of the Policy in accordance with the Information Privacy Act 2009.

State Library staff will discuss and disclose information about individual's conduct only when reporting incidents or debriefing with supervisors or managers.

## **8.8 Training and Development**

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The Policy will form part of the orientation pack supplied to State Library staff at induction.

Staff training will be offered each year with client service staff required to attend every two years. The training will be delivered by the individual business units implementing the policy and procedures. Training includes:

- the legal and ethical framework underlying the Policy
- developing a shared sense of acceptable and unacceptable behaviour
- engaging with clients behaving unacceptably
- threat assessment and appropriate action
- responding to the display of potentially offensive or objectionable material
- strategies for de-escalating conflict and withdrawing from unsafe situations
- incident reports and administration of the Policy

- debriefing staff who have been involved in upsetting interactions (supervisors and managers).

Staff who have been involved in threatening or upsetting interactions with clients will be personally debriefed by a supervisor or manager and will be encouraged to access the Employee Assistance Service.

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## **Approval**

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Vicki McDonald State Librarian and CEO

Date:    /    /