

Terms and Conditions

The following terms and conditions apply to the use of the Watsons Bay Library branch of Woollahra Libraries outside of staffed times. These conditions are to ensure the safety and security of everyone using the Library.

Access is available to authorised members of Woollahra Libraries only. Authorised members are those members 16 years of age and over who have:

- A valid Woollahra Libraries membership
- Opted to use Watsons Bay Library outside of staffed times
- Completed an online building and safety induction
- Agreed to the conditions of use as outlined in this document

Regular staffed hours

- Watsons Bay Library is open to all members of the public:
Monday and Friday 2-5pm, Tuesday and Thursday 9.30-5pm and Wednesday 12-7pm
- Watsons Bay Library will be open additional hours for authorised members:
Monday, Friday 9.30-2pm, Wednesday 9.30-12pm, Thursday 5-7pm, Saturday 10.30-4pm
- Members already in the Library at regular closing time who wish to stay will need to exit the Library and re-enter by scanning their Library card. Members acknowledge and understand that this requirement is to ensure they are registered as being on the premises.

General Conditions of Use

Access to the building:

- Approved members are required to scan their Library membership card at the entrance panel upon each entry for after-hours access. This requirement is for the member's safety and security. If you have trouble using your Library card please consult a staff member during standard opening hours on 9391 7100 (9am-8pm weekdays, 10am-4pm weekends excluding Public Holidays) or send your enquiry to library@woollahra.nsw.gov.au (response within 2 business days).
- You can scan your Library card or enter the card number directly. You'll then be prompted for your PIN.
- The door on the right of the entrance panel will then unlock and you can access the building. Please make sure you close the door behind you.
- If you exit the Library to use the toilet/café etc. please make sure you have your Library card with you as you'll require it to re-enter the Library.
- The use of Library membership belonging to other authorised members or any other attempts to access the Library under false pretences is strictly prohibited. Authorised members are not allowed to assist unauthorised individuals in gaining access to the Library during after-hours access hours.

Access to the building (continued)

- Tailgating is prohibited. All approved members entering the Library for after-hours access must have their own Library card, except for children under the age of 16 years, who must be accompanied and supervised by an authorised member at all times.
- Members who bring in a person/s under the age of 16 will assume responsibility for the child (or children) whilst at the Library.
- If unattended children/youth are found in the Library, security and police may be notified and access privileges revoked.
- 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 in-branch signage, social media and on the Woollahra Libraries website. We recommend checking these sources ahead of your visit.

Access:

- Members have access to the Library spaces only.
- Returning items – please return borrowed items via the outdoor Library return box.
- Borrowing items – any items you wish to borrow must be borrowed through the self check out kiosk or the Woollahra Libraries app.
- Free Wi-Fi access is available at all times. Select DB Library (no password required).
- Public PC access, printing, scanning and photocopying facilities are available at all times.
- To ensure fair access to the Library technology for all patrons, rules and procedures have been devised to help regulate public technology access at Woollahra Libraries. When using the Library's computers, Wi-Fi, printers and other Library technology, customers are bound by the [Library Public Access Technology Policy](#).
- A public toilet is available next to the café.
- Areas that are locked with a key, including the staff desk and supplies cupboard, are not considered part of the public access space.

Air conditioning, heating and lighting:

- The lighting will always be on when the Library is open. Please do not touch the light switches. External lighting is in place.
- Windows are key locked and remain closed. Blinds are to remain open.

Maintenance Issues:

- In the event of any building related incident, such a power failure, members should promptly contact Woollahra Library at Double Bay on 9391 7100.

Code of Conduct

- Woollahra Libraries have a commitment to maintain a safe and healthy environment for all and expect Library users to be considerate and respectful of others. Please be aware that disruptive behaviour and excessive noise are not tolerated in the library.
- Discussions and mobile phone conversations should not disturb other members.
- Food and drinks may be consumed in the Library, provided they are in covered containers and disposed of appropriately.
- The Library must be left clean, neat and tidy. Please dispose of food wrappers or drink containers in the bins provided.
- No animals are permitted in the Library, other than assistance animals or official animals of the NSW Police.
- Please refer to the [Library Membership Policy](#) for further information.

Safety and Security

Authorised members are to consider safe practices at all times during their use of the Library.

Closed-Circuit Television (CCTV)

- For safety and security purposes Woollahra Council uses video equipment throughout the Library which monitors Library premises on a 24 hour basis.
- Entrances, exits and all internal areas are monitored.
- Footage will be used solely for the investigation of reported incidents, accidents or security alarms by security staff or police only. Footage is not stored indefinitely.

Duress Alarms

- In the event of an unsafe situation, press and hold the duress button which will alert the Security company who will in turn call police if required. An unsafe situation is a situation in which someone feels that they themselves or someone else is in direct personal danger; any behaviour displayed by others that causes significant distress to themselves or other patrons or the use of prohibited items.

Duress Alarms (continued)

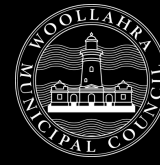
- Any accidents/near accidents should be reported to the Library Service in writing, providing full particulars of the incident including the contact names, numbers and addresses of witnesses and the injured person.
- Any incidents, complaints or behaviours from other patrons should be reported via the Library's customer feedback portal "Ask a librarian", email library@woollahra.nsw.gov.au or call Woollahra Libraries on 9391 7100

Emergencies

- Emergencies can happen anytime, which may threaten people, property and/or environment.
- The authorised member must familiarise themselves with the Emergency Evacuation Management Plan for the premises which is located inside the Watsons Bay Library. Members are responsible for evacuating the premises in the case of any emergency when no Library staff are present.
- In a major emergency such as fire or medical emergency etc always call 000 and ask for Fire, Police or Ambulance. In case of emergency authorised members should exit the building and make their way to the designated emergency assembly point outside the Vaucluse Yacht club (Robertson place and Marine Parade) if safe to do so.
- Only re-enter the building when authorised to do so by the emergency authority.
- In the case of a false alarm, authorised members are responsible for the full cost of any emergency service callouts.
- 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. Woollahra Libraries must be notified as soon as possible if equipment has been used for any purpose.

Child Safety

- Woollahra Council is committed to becoming a Child Safe Organisation and embedding the NSW Child Safe Standards across our organisation's culture and practices. [Child Safe Policy - Woollahra Council](#)
- Children may be harmed by physical, emotional or sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power. If you believe a child or young person is in immediate danger call 000. If you are concerned about the safety of a child or young person, call the Child protection helpline 132 111.
- Young people 16 -18 years of age who have been approved for additional hours access should call the police on 000 if someone is behaving inappropriately towards them. They should also contact staff at Woollahra Library at Double Bay on 9391 7100.



Damage/Loss of property

- 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.
- Woollahra Libraries does not take any responsibility for the loss or damage to the member's equipment or personal possessions. If you realise you have left an item in the Library you should call Watsons Bay Library on 9391-7999 during staffed times.
- Smoking, vaping and e-cigarettes are prohibited in all areas of the Library both indoor and outdoor, including within 5 metres of the main entrance of the Library.

Closing times

- Prior to closing time an announcement will be made advising that the Library will be closing shortly and members must leave by the advertised time.
- At closing time the building will be automatically alarmed. Anyone still in the building will set off the alarm and be subject to a security call out fee.
- Failure to comply with any of these conditions will result in your authorised member access being revoked by Woollahra Libraries. Any breach of the terms and conditions including providing misleading or incorrect information on an application may result in immediate termination of your access.