

Policy title	RTRL Exclusions and Directions to Leave Policy
Policy number	1.5
Objective	This Policy details operational requirements to regulate the use of any facilities, services or collections of the Richmond Tweed Regional Library to ensure the safety and wellbeing of members, visitors, staff and volunteers. The relating RTRL Member and Visitor Code of Conduct, details expected behaviours.
Last reviewed or updated	08/09/2025
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Policy Background

Lismore City Council is the Executive Council responsible for management of the Richmond Tweed Regional Library (RTRL).

[Library Regulation 2018](#) (the Regulation) is made under the [Library Act 1939](#). Part 2 of the Regulation empowers the Library Council to make rules to regulate the use of any facilities, services or collections both within the State Library and in cooperation with the public library network across NSW, including regional library services such as the RTRL. This Policy and Procedure is made pursuant to the Regulations. Part 3 of the Regulation outlines the use of libraries and library material and allows for the exclusion of those who breach the Policy.

This Policy supports the RTRL in ensuring the safety and wellbeing of members, visitors, staff and volunteers and to maintain the security and reasonable use of the collections, buildings and facilities, both physical and online.

The Policy includes the delegations, process to be followed and penalties (periods of exclusion) where a breach occurs, for both physical library premises and online platforms. The Policy provides specific guidelines to assist RTRL staff in moderating the interactive sections of the RTRL's online platforms, and in implementing the provisions of Part 3 Clause 17, 'Library users may be directed to leave'.

The Library Council authorises RTRL staff to apply the Policy and exercise discretion and judgment in application of the Policy to make informed decisions that assist in providing safe and pleasant environments for the public and staff.

Scope of Policy

This Policy applies at all RTRL branch libraries and Support areas.

RTRL branch libraries include: Lismore, Goonellabah, Ballina, Alstonville, Lennox Head, Byron Bay, Mullumbimby, Brunswick Heads, Tweed Heads, Murwillumbah, Kingscliff, Research and Family History Centre, and RTRL Mobile Library.

Legislative context

This is not intended to be an exhaustive list of all applicable legislation.

RTRL operates under the [Library Act 1939](#) and the [Library Regulation 2018](#)

[Work Health and Safety Act 2011](#)

Related documents

[RTRL Library Membership Policy](#)

[RTRL Member and Visitor Code of Conduct](#)

[RTRL Young People in the Library Guidelines](#)

[RTRL and Interlibrary Lending Policy](#)

Responsibilities and administration of the Policy

The RTRL is managed by Lismore City Council as Executive Council and is responsible for leading the implementation of this Policy, including its conformity to legislative and other compliance requirements, communicating this Policy to managers and supervisors, and other relevant activities in implementing the Policy.

Managers and supervisors are responsible for managing processes relevant to this Policy and communicating this Policy to staff.

Staff are responsible for understanding and complying with this Policy.

RTRL members and visitors to the library are responsible for abiding by the intent of this Policy.

Review requirements

This Policy will be reviewed annually, with a full review undertaken every four years in line with Local Government procedures.

Policy approval

Policy approval will be undertaken through the RTRL Committee.

Operational requirements

This Policy applies to all areas of the RTRL, including external spaces and digital services accessible through the website.

All RTRL users, including members, visitors, staff and volunteers have the right to access our spaces, collections, and services (both physical and online) in a safe, welcoming, and respectful environment. The RTRL is committed to providing inclusive and supportive services, and where conduct concerns arise, we will use all reasonable endeavours to intervene with appropriate support or mediation prior to any exclusion.

Part 3, Clause 17 of the Library Regulation states:

17 Library users may be directed to leave

1. A library staff member may direct a person to leave the library and not re-enter the library for such period as the staff member directs, if the staff member is of the opinion that:
 - a) the person has contravened any provision of this Part, or
 - b) the person's condition, conduct, dress or manner is likely to give offence to any person in the library or to interfere with any other person's use of the library.
2. A person to whom such a direction is given must comply with the direction.
3. The period for which a person may be excluded from the library by such a direction must not exceed the maximum period determined by the governing body of the library.

Onsite breach of Library Regulation 2018

RTRL staff who identify that a person has breached the Regulation onsite are to advise the Area Librarian or Officer in Charge. The Area Librarian or Officer in Charge will then advise the person of the breach and that compliance with the Regulation is required. The matter may be resolved by advising the person that a breach of the Regulation has occurred and offering them a copy of the RTRL Member and Visitor Code of Conduct and/or the Regulation. Many incidents are resolved when a person adjusts their behaviour once advised of their breach of the [Library Regulation 2018](#).

Directing a person to leave the RTRL Library

To protect the safety and security of members, visitors, staff, volunteers, collections and facilities, RTRL staff may direct a person to leave RTRL Library

premises.

All RTRL staff are authorised to direct a person to leave Library premises if they breach the Regulation or the RTRL Member and Visitor Code of Conduct, or if their conduct poses an immediate risk to safety or disruption of services.

RTRL staff will consider the nature and seriousness of the breach and whether they can resolve the matter without further incident before issuing a direction to leave. RTRL staff may also issue a verbal warning before giving a direction to leave.

When a direction to leave is given, RTRL staff must:

- a) document the incident, and
- b) notify the Area Librarian or Officer in Charge.

RTRL staff may also recommend issuing a formal written warning, depending on the nature and severity of the breach.

A direction to leave generally applies for the remainder of that day and does not necessarily result in longer-term exclusion.

The Area Librarian or Officer in Charge will decide whether further action is required and are authorised to action accordingly. Possible outcomes include:

- a) allowing the person to return after a specified period of time, which the person will be notified of;
- b) issuing a formal written warning; or
- c) issuing a Prohibition from Entry and Use of Facilities Notice (PEU Notice).

Prohibition from Entry and Use of Facilities (exclusion)

In cases where the breach is repeated or serious in nature a person may be prohibited from entry and use of RTRL Library facilities (excluded) for a set period of time and a PEU Notice issued.

The Library Council of New South Wales determined the period of exclusion of a person for a breach of the Regulation under clause 17(3) of Library Regulation 2005 at its meeting on 24 October 2005. The period of exclusion remains the same under [Library Regulation 2018](#).

Period of exclusion

1. The usual period of exclusion for a person asked to leave the RTRL Library under clause 17(3) of [Library Regulation 2018](#) will be two (2) months.

The delegate determining the exclusion will consider:

- the nature and severity of the breach; and/or
- whether the breach is a first or repeat occurrence.

2. Where the breach is a repeat occurrence and/or the nature and severity of the breach is deemed to warrant a longer period of exclusion, the period of exclusion may be up to one (1) year.
3. Where the breach is deemed to be extreme, a person may be permanently excluded from the RTRL.

Failure to follow a direction to leave RTRL premises or re-entering the premises during a period of exclusion will be referred to the NSW Police.

Online breach of Library Regulation 2018

Eresources

The provision of Eresources is governed by licence agreements between the publishers and the RTRL. Eresource use will be managed in accordance with these licence agreements and the Eresource access conditions.

The RTRL's digital platforms, including website, mobile app and social media channels

The RTRL can, at its own discretion, edit, remove or decline to publish contributions for various reasons (legal, privacy, content standards, editorial, operational etc). At the RTRL's discretion, contributions may be moderated.

RTRL staff who identify that a user's post has potentially breached the Regulation online, will seek guidance and approval from RTRL Management to delete the post. If it is determined that a breach has occurred, RTRL staff will delete the post and advise the user of the breach, if possible.

Deleting a user's post

The determination to delete a user's post will be based on judgment as to the nature and severity of the breach. The authority to delete a user's post is delegated to RTRL Management.

Depending on the nature and severity of the breach, the delegate may also recommend that, and/or issue a warning, informing the user that they risk suspension of their account.

Suspending a user's account

In cases where the breach is repeated or serious in nature, a user's account may be suspended for a set period of time, excluding them from using the interactive sections of the digital platform.

Period of suspension (exclusion)

1. The usual period of suspension will be two (2) months. The delegate determining the exclusion will consider:
 - the nature and severity of the breach; and/or
 - whether the breach is a first or repeat occurrence.
2. Where the breach is a repeat occurrence and/or the nature and severity of the breach is deemed to warrant a longer period of exclusion, the period of exclusion may be up to one (1) year.
3. Where the breach is deemed to be extreme under the terms of this Policy, a user's account may be permanently suspended and/or deleted from the RTRL website.

Failure to comply with suspension from the RTRL digital platform, including creating another account under a different name, will be referred to the NSW Police.

Notice of exclusion

Where a person has been excluded from the RTRL Library or their user account has been suspended for a breach of the Regulation or RTRL Member and Visitor Code of Conduct, a Prohibition from Entry and Use of Facilities Notice (PEU Notice (exclusion)) will be delivered to the person, either by email, post or in person. PEU Notice will include the date(s) and details of incident(s).

RTRL management and staff may be notified of a person(s) issued with a Prohibition from Entry and Use of Facilities Notice (PEU Notice).

Reviews and appeals

For a person wishing to object to a PEU Notice, RTRL has a review process which is conducted by the Executive Council (Lismore City Council). Review and correspondence details will be outlined in the PEU Notice.

Records and privacy management

Formal records of any breaches of the Regulation will be recorded. The record should be made on the day of the incident. The RTRL staff member's supervisor should be advised of the incident.

This documentation will be used for the purposes of determining a period of exclusion and advising a person of the determination made and the reasons for it. The documentation will also be considered for determining whether and/or when an exclusion will be lifted.

Incident and investigation reports and related information are treated as confidential and limited to authorised staff. The RTRL may disclose personal information in instances where another Act or law authorises us to do so.

Further information about privacy can be obtained from the RTRL website:
[Disclaimer and Privacy Policy](#)

Procedures

The procedural management of incidents involving members or visitors and use of the RTRL is principally managed by the RTRL Business Manager or their delegate. Other divisions and managers will be involved where appropriate and required by the RTRL Exclusions and Directions to Leave Policy.

RTRL management and staff may be notified of a person(s) issued with a Prohibition from Entry and Use of Facilities Notice (PEU Notice).

Document history and version control

Version #	Date approved	Approved by	Description	CM ref #
1.0		RTRL Committee	Policy details operational requirements to regulate the use of any facilities, services or collections of the Richmond Tweed Regional Library to ensure the safety and wellbeing of members, visitors, staff and volunteers.	ED2025/ 70028