

MEDIA RELEASE



Respect is Non-Negotiable: Your Library's Commitment to Safe and Welcoming Spaces

Your Library is committed to providing safe, inclusive, and welcoming environments for all visitors and staff. In response to increasing concerns around inappropriate behaviour, we wish to remind all community members that respectful conduct is a fundamental expectation when using our library services.

Our Code of Conduct – Library Users, sets clear guidelines to ensure that all patrons can enjoy our libraries in a positive and safe manner.

The Code of Conduct outlines that all visitors must treat staff and fellow patrons with courtesy and respect. Aggressive, abusive, or threatening behaviour will not be tolerated in any form.

Your Library's Chief Executive Officer, Dr Karina Lamb, reinforced the organisation's commitment to safety and respect.

"Our libraries are vital community hubs where people come to learn, connect, and explore. While the majority of our visitors engage positively, we have seen a rise in instances where staff and patrons have been subjected to unacceptable behaviour," said Dr Lamb.

"We acknowledge that people may have concerns or complaints from time to time, and we encourage open dialogue. However, all communication must be conducted with respect. We have established feedback mechanisms to ensure that concerns are addressed constructively."

Your Library has strong policies in place to support staff and community members, and we are committed to taking necessary action against any form of intimidation or aggression.

"We want everyone to feel safe in our libraries. If you need assistance or have feedback, please reach out through the proper channels. Let's work together to ensure our libraries remain a place of learning, inclusion, and respect," Dr. Lamb added.

Your Library will continue to promote positive engagement and will take action to uphold the safety and wellbeing of all who visit our branches.

The Code of Conduct – Library Users can be viewed at yourlibrary.com.au/about

Further information

Media and general enquiries to: Dr Karina Lamb, CEO, via communications@yourlibrary.vic.gov.au or 1300 737 277.