



Bags and Belongings Policy

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Maintained by:	Visitor Experience
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1. Authority

State Librarian and CEO

2. Responsibilities

- **State Librarian and CEO:** Delegated by the Library Board of Queensland to determine items that may be brought onto State Library premises.
- **Protective Service Officers:** Responsible for identifying and managing baggage left unattended and assisting with the consistent application of this policy.
- **Library employees:** Responsible for the consistent application of this policy and communicating any restrictions and conditions of entry, as updated and amended from time to time.
- **Client:** Responsible for observing and complying with State Library policies, procedures and directions. State Library employees or Protective Service Officers staff may request any client to present baggage for inspection when on the premises.

3. Policy statement

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

4. Purpose

This policy provides guidance on items that can be brought into State Library South Bank.

5. Scope

The *Bags and Belongings Policy* applies to all clients who visit State Library South Bank premises as well as State Library staff, contractors and volunteers. Anzac Square Memorial Galleries is not included in this scope with specific policies in place for this location.

6. Definitions

Word	Definition
Bags	Bags are defined as all containers for holding, storing or carrying and includes luggage. Bags include, but are not limited to handbags, laptop bags, suitcases, music cases, backpacks and shopping bags.
Items	Personal items are all objects not covered by the definition above which includes, but is not limited to umbrellas, skateboards, scooters, motorcycle and bicycle helmets.
Food and drink	Any liquid or solid substance that can be consumed or ingested.
Organic	Material relating to or derived from living matter.
Bottled Water	Water in a container with a secure, fully sealable lid.
Client	Any person, not including State Library staff, who uses State Library spaces or services, or any person who may visit or transit through State Library premises.

7. Restrictions

The State Library reserves the right to inspect any bag or item upon entry to the premises or before leaving the premises.

Food and drink are permitted in hired event venues in accordance with State Library venue hire processes.

Levels 2 and 3 Reading rooms	Food and drink not permitted (except bottled water)
Level 2 Auditoriums 1 and 2	Food and drink not permitted (except bottled water)
Level 2 slq Gallery	Special restrictions apply Food and drink not permitted Scooters and skateboards not permitted
Level 4 John Oxley Library Reading Room	Food and drink not permitted (except bottled water) Scooters and skateboards not permitted
Level 4 John Oxley Library Heritage Collections area	Special restrictions apply The following items are not permitted in the John Oxley Library Heritage Collections area: <ul style="list-style-type: none">• bags (including laptop bags)• food• drinks (including water)• pens• soiled or contaminated material. These items can be cloaked at Level 1 Reception or in the lockers provided on Level 4. Items will be inspected on exiting the Heritage Collections area.

Level 4 Phillip Bacon Heritage Gallery	Special restrictions apply Food and drink not permitted Scooters and skateboards not permitted
Level 5	Staff and clients may be required to present bags for inspection upon exit.

8. Food and other items

8.1 Organic matter

Food and drinks are allowed on Level 1, in the Knowledge Walk, and on balcony areas of Level 2, 3 and 4. To protect the collections it is preferred that other organic material is cloaked at Reception. However, food can remain in client's bags in collection areas on Level 2 and 3 if it is in a sealed container or bag. Clients who wish to keep organic matter e.g. plants or vegetable matter with them during their visit may be provided with larger bags which will allow for double bagging and knotting. Food must not be eaten or removed from bags in the reading rooms. Organic matter (even if stored in sealed containers) is not allowed in areas of State Library other than those stated above.

8.2 Pest management inspection

As a condition of entry, State Library reserves the right to inspect any item brought into the premises to check for pest activity. Staff may request to inspect items such as flowers, plants, and vegetable matter.

8.3 Other items

- Non-motorised skateboards, maximum of 90cm in length, can be taken into the premises but are required to be carried and not ridden. Skateboards must be left where they are not a safety risk to other clients.
- Small non-motorised scooters under 90cm in height can be taken into the premises (preferably folded) and are required to be carried or pushed and not ridden. Scooters must be left where they are not a safety risk to other clients.
- Electric recreational vehicles (e.g. e-bikes, e-scooters, e-skateboards) and removable electric recreational vehicle batteries are not permitted inside State Library premises. Electric recreational vehicles must be stored outdoors in the designated bike racks. The charging of electric recreational vehicles (including removable batteries) is not permitted anywhere on State Library premises.
- Wet umbrellas are required to be wrapped or left at the Cloakroom on Level 1. Other wet items are required to be left at the Cloakroom on Level 1.
- No sharp implements or items which pose a potential safety or security threat (i.e. dangerous goods such as weapons or chemicals, or items with a strong or offensive odour) are to be brought into the premises.

9. Special exemptions

10.1 Medication

Clients requiring medication or care needs are permitted to take these items in a bag into all areas of the premises including all exhibition spaces and the John Oxley Library Reading Room. Clients who are permitted entry with a bag containing medication to the John Oxley Library accept that the bag must be presented for inspection upon their exit.

10.2 Food and beverage exemption

Application can be made for an exemption to use restricted spaces for hospitality for State Library events in accordance with State Library's Integrated Pest Management Policy.

10. Cloakroom

Items not accepted into State Library under the policy should be checked into the cloakroom. However, clients' items may be refused from the cloakroom on the basis of size, weight, quantity or contents. This is to ensure the safe and efficient operation of the cloakroom. People Leaders from the Visitor Experience branch are authorised to approve any exemptions.

The following criteria applies to items that may **not** be accepted:

- bags which exceed 40cm (L) x 30cm (W) x 35cm (H) and do not fit into cloaking shelves
- suitcases – unless prearranged or attending a State Library event
- scooters
- skateboards
- electric recreational vehicles (including removeable batteries)
- heavy items presenting a workplace health and safety risk
- excessive number of items (over three (3))
- 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)
- State Library reserves the right to refuse the cloakroom service for any other items considered not suitable.

11. Unclaimed items

Clients are required to retrieve their bags/items upon exit from the premises. Any items unclaimed at closure of State Library on any given day will be inspected by a staff member, in the presence of a Protective Services Officer, and a lost property report completed. Unclaimed items will be disposed of in accordance with our *Lost Property Policy*. State Library reserves the right to refuse use of the cloakroom to clients who deliberately use the cloakroom service as a public storage facility.

12. Unattended items

Clients should always take care with personal items and be vigilant in supervising their bags and belongings. Bags left unsupervised in any part of State Library may be considered abandoned and may be confiscated by Protective Services Officers. Bags deemed suspect will be cordoned off and managed in accordance with the Library's *Emergency Response Procedures*. Clients wishing to retrieve bags that have been impounded by Protective Services Officers should direct their enquiries to the security staff on duty, located on Level 1.

13. Risk management and mitigation

Risk	Description of risk	Mitigation management
Risk 1	An item cloaked is collected by incorrect owner.	<p>State Library's cloakroom is staffed at all times and all reasonable measures are taken to ensure the security of items accepted for cloaking.</p> <p>Clients are strongly encouraged to keep their cloakroom tag in a secure place as State Library is unable to accept responsibility for property retrieved from the cloakroom by another client holding the corresponding tag.</p> <p>Clients should be aware that items are left at their own risk.</p>

Risk	Description of risk	Mitigation management
Risk 2	Potential fire or explosion cause by lithium-ion batteries from recreational electric vehicles.	This policy limits the location of recreational electric vehicles and their batteries to the public bike racks and Level 0 bike cages (for authorised staff). Charging is not permitted for lithium-ion batteries from recreational electric vehicles anywhere at State Library. In the event of a fire or explosion caused by a recreational electric vehicle parked at bike racks, the Emergency Response and General Security Procedures plan will be activated.

14. References

The policy is supported by:

Queensland Government

- [Weapons Act 1990](#)

State Library of Queensland

- [Integrated Pest Management Policy](#)
- [Lost Property Policy](#)
- [Emergency Response and General Security Procedures](#)

15. Approval

Approved by State Librarian and CEO on 7 May 2024.

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