

Bags and Belongings Policy

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Maintained by	Visitor Experience
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1. Authority

This policy is applied by the authority of the State Librarian and CEO (SLCEO).

2. Responsibilities

- **State Librarian and CEO:** Delegated by the Library Board of Queensland to determine items that may be brought onto Library premises.
- **Protective Service Officers:** Responsible for identifying and managing personal items 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 Library policies, procedures and directions. Library employees or Protective Service Officers staff may request any client to present baggage for inspection when on Library premises.

3. Policy statement

The State Library of Queensland is committed to providing safe and welcoming spaces. The *Bags and Belongings Policy* aims to ensure the safety of collections, facilities, clients and staff whilst maintaining adequate client access. State Library provides clients with a cloakroom facility as a secure location to deposit their personal items while visiting the premises.

4. Purpose

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

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.

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. Allowable items and restrictions

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

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

Location	Allowable items and restrictions
Level 1 The Edge	Bags, food and drink permitted
Level 1 The Edge Digital Media Lab	Bags and bottled water permitted
Levels 2, 3, 4 Knowledge Walk balcony areas	Bags, food and drink permitted
Levels 2 and 3 Reading rooms	Bags and bottled water permitted
Level 2 Auditoriums 1 and 2	Bags and bottled water permitted
Level 2 slq Gallery	Special restrictions apply No food or drink permitted No scooters or skateboards
Level 4 John Oxley Library Reading Room	Bags and bottled water permitted
Level 4 John Oxley Library	Special restrictions apply The following items are permitted in the John Oxley Library

Heritage Collections area	<p>Heritage Collections area:</p> <ul style="list-style-type: none"> • laptops and other electronic devices • pencils • notebooks • published materials (items must be presented to staff for inspection on entry and exit). <p>The following items are not permitted in the John Oxley Library Heritage Collections area:</p> <ul style="list-style-type: none"> • bags (including laptop bags) • food • drinks (including water) • pens • soiled or contaminated material. <p>These items can be cloaked at Level 1 Reception or in the lockers provided on Level 4.</p> <p>Items will be inspected on exiting the Heritage Collections area.</p>
Level 4 Phillip Bacon Heritage Gallery	<p>Special restrictions apply</p> <p>No food or drink permitted</p> <p>No scooters or skateboards</p>
Level 5	<p>Staff and clients – all size bags allowable.</p> <p>Staff and clients may be required to present bags for inspection upon exit.</p>
Levels 1–5	<p>No electric recreational vehicles or removable electric recreational vehicle batteries (electric recreational vehicles must be stored in the outside, designated bike racks or Level 0 bike cages [for authorised staff only]).</p>

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 the Library other than those stated above.

8.2 Pest management inspection

As a condition of entry, the State Library reserves the right to inspect any item brought into the

Library to check for pest activity in accordance with the *Pest Management for Collections Policy*. 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 Library 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 Library (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 buildings. Electric recreational vehicles must be stored outside in the designated bike racks or Level 0 bike cages (for authorised staff only). The charging of electric recreational vehicles (including removable batteries) is not permitted anywhere in the Queensland Cultural Centre.
- 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 Library.
- Large items deemed by staff to be a safety risk to other clients and/or a risk of damaging Library property or collections, are not permitted inside State Library buildings. Large items include, but are not limited to, shopping trolleys, bicycles and electric recreational vehicles.
- Large items that are not permitted inside State Library buildings, are unable to be cloaked on the basis of size or weight (refer to Section 10), and lack designated, onsite storage areas such as bike racks, are not permitted on State Library premises.

9. Special exemptions

9.1 Medication

Clients requiring medication or care needs are permitted to take these items in a bag into all areas of the Library 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.

9.2 Food and beverage exemption

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

The cloakroom is made available for clients while on State Library premises. Clients are required to retrieve their bags/items from the cloakroom 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. Personal items, including bags, left unsupervised in any part of the Library premises, other than those stored in designated storage areas such as bike racks, cloakroom or lockers, may be considered abandoned and may be confiscated by Protective Services Officers. Bags and other personal items deemed suspect will be cordoned off and managed in accordance with the Library's *Emergency Response and General Security Procedures*. Clients wishing to retrieve personal items that have been impounded by Protective Services Officers should direct their enquiries to the security staff on duty, located on Level 1.

13. Human rights

When applying this policy, State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the *Human Rights Act 2019*.

14. Risk management and mitigation

Risk	Description of risk	Mitigation strategies
1.	An item cloaked is collected by incorrect owner.	<p>Other than for short periods of time or emergency situations, the State Library cloakroom is staffed during operating hours, and all reasonable measures are taken, including the provision of cloakroom tags, 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</p>

		<p>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>
2.	Potential fire or explosion caused by lithium-ion batteries from recreational electric vehicles.	This policy limits the location of electric recreational vehicles and their batteries to the public bike racks and Level 0 bike cages (for authorised staff only). Charging is not permitted for lithium-ion batteries from electric recreational vehicles anywhere in the Queensland Cultural Centre, including State Library. In the event of a fire or explosion caused by an electric recreational vehicle parked at bike racks, the <i>Emergency Response and General Security Procedures</i> plan will be activated.
3.	Large items presenting a Workplace Health and Safety risk and/or a risk of damaging State Library property.	The policy empowers staff to not permit large items that pose a safety risk and/or a risk to State Library property, being brought inside State Library buildings. The policy also prohibits large items that are not permissible inside buildings, are unable to be cloaked on the basis of size and/or weight, and lack designated, onsite storage areas, being on State Library premises.

References

This policy is supported by

Queensland Government

- [Arts Queensland Safety Notice – Electric Recreational Vehicles 2024](#)
- [Weapons Act 1990](#)

State Library of Queensland

- [Conditions of entry](#)
- [Pest Management for Collections Policy](#)
- [Lost Property Policy](#)
- [Emergency Response and General Security Procedures](#)

15. Approval

Approved by State Librarian and CEO on 03 December 2025.

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