



# Bags and Belongings Policy

<b>Policy number:</b>	CCS-VIS-001V6
<b>File number:</b>	815/380/092
<b>Maintained by:</b>	Visitor & Information Services, Coordinator Visitor Services
<b>Review date:</b>	June 2021
<b>Next review date:</b>	June 2024

## Authority

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State Librarian and Chief Executive Officer

## Responsibilities

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- **State Librarian and Chief Executive Officer:** 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 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.
- **Person:** Any individual on Library premises. Observes and complies with Library policies, procedures and directions. Library employees or Protective Service Officers staff may request any person to present baggage for inspection when on Library premises.

## Policy statement

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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 the Library's collections, facilities and staff whilst maintaining adequate client access. The State Library provides visitors with a cloakroom facility as a secure location to deposit their personal belongings while visiting the premises.

## Purpose

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

## Scope

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The Bags and Belongings Policy applies to all visitors to State Library South Bank premises as well as State Library staff, contractors and volunteers.

## Definitions

Word	Definition
Bags	Bags are defined as all bags and luggage. This includes, but is not limited to handbags, laptop bags, suitcases, music cases, backpacks and shopping bags.
Items	Personal items are all items 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.

## Allowable items and restrictions

The State Library reserves the right to inspect any 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.

Level 1 The Edge	Bags, food and drink 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	<b>Special restrictions apply</b> 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 Heritage Collections area	<b>Special restrictions apply</b> The following items are permitted in the John Oxley Library Heritage Collections area: <ul style="list-style-type: none"> <li>• laptops and other electronic devices</li> <li>• pencils</li> <li>• notebooks</li> <li>• published materials (items must be presented to staff for inspection on entry and exit).</li> </ul> The following items are <b>not</b> permitted in the John Oxley Library Heritage Collections area: <ul style="list-style-type: none"> <li>• bags (including laptop bags)</li> <li>• food</li> <li>• drinks (including water)</li> <li>• pens</li> <li>• soiled or contaminated material.</li> </ul>

	<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>
<p>Level 4 Phillip Bacon Heritage Gallery</p>	<p><b>Special restrictions apply</b> No food or drink permitted No scooters or skateboards</p>
<p>Level 5</p>	<p>Staff and visitors – all size bags allowable. Staff and visitors may be required to present bags for inspection upon exit.</p>

## Food and other items

### Organic matter

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Food or drinks are allowed on Level 1 and the Knowledge Walk 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 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.

### 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. Staff may request to inspect items such as flowers, plants, and vegetable matter.

### 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 visitors.
- 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 visitors.
- 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.

### Special exemptions

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#### Medication

Visitors 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. Visitors 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.

#### 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.

## Cloakroom

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Items not accepted into State Library under the policy should be checked into the cloakroom. However, visitors' items may be refused from the cloakroom on the basis of size, weight, quantity or contents. This policy exists to ensure the safe and efficient operation of the cloakroom. People Leaders from the Visitor and Information Services team 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
- 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.

## Unclaimed items

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Visitors 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 State Protective 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 visitors who deliberately use the cloakroom service as a public storage facility.

## Unattended items

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Visitors should always take care with personal items and be vigilant in supervising their bags and belongings. Bags left unsupervised in any part of the Library may be considered abandoned and may be confiscated by Library security staff. Bags deemed suspect will be cordoned off and managed in accordance with the Library's emergency response procedures. Visitors wishing to retrieve bags that have been impounded by security personnel should direct their enquiries to the security staff on duty, located on Level 1.

## Risk management and mitigation

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Risk	Description of risk	Mitigation management
Risk 1	An item cloaked is collected by incorrect owner.	<p>The State Library cloakroom is staffed at all times and all reasonable measures are taken to ensure the security of items accepted for cloaking.</p> <p>Visitors 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 person holding the corresponding tag.</p> <p>Visitors should be aware that items are left at their own risk.</p>

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## References

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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](#)

## Approval

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Approved by State Librarian and Chief Executive Officer 6 July 2021

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