### 8.2 Library - Security Duties

#### Purpose

*To ensure the Health & Safety of all visitors and to assist Library Staff when required.*

#### Guideline

**Security Officer Duties**

The Library Security Officer will attend the Security Control Centre where they will collect a Radio and a set of Library Security Keys. Once they have done so, they will attend the Library, entering through the front door **ONLY**.

On Monday, Wednesday and Friday, the Library Security Officer will attend the Postgraduate Study Area on Level 3 with a Library employee to check that all the lockers within this area are empty. Any items found in these lockers will be recorded in the Library Security Officers Contemporaneous Notebook and later into IRIS as Lost/Found property.

The Library Security Officers will then perform the following duties:

- At the beginning of each shift the Library Security Officer will report to the Library Service Coordinator on shift. Currently the Service Coordinator can be found on level 2 at Zone 3
- Security Officer commencing g at 0700 (Monday/Wednesday/Friday) is required to attend the Post Graduate Space and assist the designated Library Staff member with emptying out the lockers
- (0800 – 1100) Security Officer on duty to patrol all levels
- (1100 - 2200) Security Officers to split the library into two sections, one patrolling levels 1 & 2, the other patrolling levels 3, 4 & 5.
- Ensure appropriate behavior by users. Information can be found at [http://www.library.mq.edu.au/about-the-library/conditions-of-use.html](http://www.library.mq.edu.au/about-the-library/conditions-of-use.html)
- Reinforce WHS requirements-ensure emergency exits are not blocked and remove trip hazards
• Act as Security representative in the event of Emergency Evacuations
• Assist in clearing Library users during the closure of the Library
• Challenge and discourage excessive noise and unruly behavior and assist Library staff when required

Library Facilities- Level 0
Level 0 of the Research and Learning Centre is completely under ground level and contains the Automated Storage Retrieval System (ASRS) and is a highly restricted area. ASRS utilizes the latest technology robotic cranes to retrieve an item on request and deliver the item to the service desk for collection. The ONLY persons with authority to access Level 0 are:

• Property Technical staff
• Trained Library staff (to re-set the crane)
• Dematic (Contractor)

Security may also need to access Level 0 to conduct welfare checks on Library staff and Contractors that may have been away for longer than expected. If there is a need for a security officer to attend Level 0 for any reason, they will liaise with the Service Coordinator on Level 2 and inform the Security Control Centre Operator before entering. Once on Level 0 Security Officers will not go beyond the Observation area/s.

Level 1
This level is also completely under ground level and contains a number of Plant Rooms, storage areas, study rooms and open study areas.

Main Electrical Switch Room: Located in the north east corner. Access to this room is restricted to service personnel ONLY. Library staff members are not permitted to enter this room.

Communications Room: Access restricted to Prosys Integrated Systems, Infomatics and Service staff only.

Plant Rooms: Access restricted to Service staff.

Cleaner’s room: Access restricted to Library cleaners

ASRS West: Contains bin loading and unloading area. Access restricted to trained library staff.
Quiet Study Rooms: Quiet Study Rooms (Q.101 – Q.1.09) are Cardax (access control) controlled study rooms with access restricted to students registered with the Disability Unit. SECURITY IS NOT TO GIVE ACCESS TO THESE ROOMS TO ANYONE. Lights to these rooms are activated when someone is inside, otherwise they remain off.

Presentation Practice Pod: Presentation Practice Pods (P1.01 – P1.10) are to be used by students after being given permission by Library staff. Students are to attend the Service Centre on level 2 where they can obtain the equipment necessary to operate the equipment in the Presentation Pods.

Emergency exits: All Emergency Exits have a ‘screamer’ alarm which activates when they are opened.

Note: Security Officers should not allow entry to any area unless advised by the Service Coordinator to do so.

Note: Food and drink is not allowed on Level 1. See Library conditions of use Policy at:
http://www.mq.edu.au/on_campus/library/about_the_library/conditions_of_use/#food

Level 2
Level 2 is the main entry to the Library and contains individual and group study, presentation and rehearsal space. This level is partly above and below ground level. Level 2 also caters to a number of service areas.

Lachlan Macquarie Room: Room has been relocated from Lachlan Macquarie’s home in Scotland. No access should be given to anyone.

Security Office: The Library Security office is located in the foyer with access restricted to security officers performing Library security duties.

Loading Dock: The Loading Dock contains a number of service rooms. These service rooms all have restricted access. Service rooms include, the book return room (room 292), ASRS East Return/Storage Area (room 287), and services such as the Diesel Storage Tank, garbage and recycling bins.

Café: Open during Library opening hours.

Book Return Shute’s: On entry to the Library (adjacent to Loading Dock) there are two book returns Shute’s in the foyer and a further three book return shutes in the lobby.

Quiet Rooms: Quiet Study Rooms 2.01 – 2.09 are Cardax controlled rooms that operate the same as those on Level 1. For students authorized by the Disability support Unit (not the
Library).

**Service Centre/Back-up Room:** Located in the south west area of the Library and manned by Library staff.

**Service Desks/Book Returns:** Attended by Library staff. Provides information to students/visitors and allows them to return books.

**Bruner Room:** Restricted access to students enrolled in Egyptology. Access is granted by the Library

**Note:** Food and drink is not allowed on Level 2.

### Level 3

This level contains a group study area which is open to everyone and a Post Graduate Study Space which has restricted access.

**Post Graduate Study Space:** Access restricted to Post Graduate Students via access card. Room contains amenities such as food/drink vending machines, microwave oven and a photocopy area.

**Group Study Area:** Open to everyone and contains numerous study areas, food/drink machines, microwave ovens, toilets, rubbish bins and a print room.

**Note:** Food and drink is allowed on Level 3.

### Level 4

This level contains the main Staff Room, Library Staff Space, study areas, Parents Room/First Aid Room, and Meeting Rooms.

**Staff Tea Room:** Access restricted to Library staff with access card. Security officers are welcome to use this area.

**Library Staff Space:** Access restricted to Library staff with access card.

**Parents Room/First Aid Room:** Parents may use this room after obtaining permission from the Service Coordinator on Level 2.

First Aid issues should also be reported to the Service Coordinator.

If necessary, the person requiring First Aid should be taken to the First Aid room and should not be left unattended.

**Meeting Rooms:** Meeting Rooms M4.01 – 4.09 located on the south west of this floor have restricted access and can only be accessed via access card.
**Level 5**
This level contains the HDR (Higher Degree Research) Room and Library Staff Offices. This level is restricted to HDR students and Library Staff with card access.

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