

Frequently Asked Questions – Extended Hours Access

What is Extended Hours Access?

Extended Hours Access (EHA) is an unstaffed library service that allows registered members to use selected areas of Strathfield Library outside standard staffed operating hours. It provides access to study spaces, library collections, public computers, printing services and Wi-Fi when staff are not on site.

Who can use Extended Hours Access?

To use EHA, you must hold a current library membership and card, be aged 16 years or older, register separately for EHA access, complete the required induction process, agree to the EHA Terms and Conditions, and use the approved two-factor authentication system.

If I have registered before for Extended Hours Access, can I use the service for this trial period?

No – all previous Extended Hours registrations have been cancelled and are no longer valid. Anyone wanting to use the service during the EHA Trial will need to register.

When does the Extended Hours Access Trial start and how long will it run for?

EHA will temporarily return to Strathfield Council Library & Innovation Hub to support HSC students from 28 September to Wednesday 4 November 2026.

Why has Council changed the Extended Hours Access arrangements?

Council has reviewed EHA to improve safety, manage unauthorised access, respond to behavioural incidents, and ensure the service remains sustainable and appropriate for community use. Changes include updated Terms and Conditions, stronger induction requirements, improved signage, access controls, CCTV processes, no guests and targeted security attendance.

Why is this version of Extended Hours Access only temporary?

The EHA Trial was approved by Council on 25th August 2026 to support HSC students.

Will there be an opportunity to provide feedback about Extended Hours Access?

Yes – towards the end of the trial there will be an evaluation survey sent at the end of the trial that will gather feedback from the community about their experience and expectations that will be used to shape what Extended Hours Access in the future.

Do I need to complete an induction?

Yes. All EHA users must complete the required induction before access is approved. Council requires users to complete a face-to-face induction. If you do not complete the required induction, you will not be eligible for EHA. Induction sessions are booked via the Library's Humanitix [Strathfield Council Library & Innovation Hub | Humanitix](#)

By attending the Induction, the attendees agree to abide by all rules and procedures of the Library and the EHA service. Full access to EHA service will be confirmed by email (after face-to-face induction).

Can people aged 16 or 17 register for Extended Hours Access?

Yes, people aged 16 or 17 may register for EHA if they meet the eligibility requirements and provide required guardian consent. Guardian consent is part of Council's safety and access arrangements for younger users.

What are the Extended Hours Access operating hours?

EHA planned hours during the trial period are:

- o Monday – Thursday 6:30pm – 9:00pm
- o Saturday & Sunday 1:00pm – 6:00pm
- o Public Holidays 9:00am – 6:00pm

Users should always check the current advertised EHA hours before visiting.

Can I bring guests with me?

No. EHA access is only for registered and approved EHA users. Registered users must not allow friends, family members or other visitors to enter with them unless they are also individually registered and approved for EHA. Allowing non-registered people into the building may result in suspension or cancellation of your access.

Why can't I let someone else in if they are waiting at the door?

For safety and security reasons, every person entering during EHA must be individually registered and authenticated. Allowing someone else to follow you in, also known as tailgating, creates safety risks and breaches the EHA Terms and Conditions.

How do I enter the Library during Extended Hours Access?

Approved users must use the designated access point and the approved two-factor authentication process. You should only enter using your own authorised access method and must not share access details, cards, codes or devices with anyone else.

What areas of the Library can I use during Extended Hours Access?

EHA provides access to approved public areas of the Library only. Some areas may be restricted outside staffed hours, including staff-only areas, back-of-house spaces and other rooms not available for public use during EHA.

Are staff available during Extended Hours Access?

No. EHA is an unstaffed service. Library staff are not available to provide assistance during EHA hours. Users are expected to use the service independently and follow all conditions of use.

What services are available during EHA?

Available services include study spaces, library collections, public computers, printing services and Wi-Fi.

What happens to public computers at the start or end of EHA?

Public computer sessions automatically shut down before EHA begins or before the service closes. Users should save their work regularly and allow enough time to finish, print or email documents before computer sessions end.

Is CCTV used during EHA?

Yes. CCTV surveillance is used to support safety, security and incident investigation. Signage is displayed in the Library to inform users that CCTV is in operation. CCTV may be reviewed by Council in accordance with relevant procedures where incidents, unauthorised access, anti-social behaviour or safety concerns are reported.

Will security be present during Extended Hours Access?

Security attendance will be used during the trial.

What should I do in an emergency?

In an emergency take responsibility for your own safety and wellbeing; and remain aware of your surroundings including the nearest emergency exit. Notify the onsite security guard and follow their directions.

What behaviour is expected during Extended Hours Access?

Users are expected to behave respectfully, safely and lawfully at all times. This includes respecting other users, keeping noise to an appropriate level, taking care of Library facilities and equipment, following signage and instructions, and leaving the building promptly at closing time.

What behaviour may lead to suspension or cancellation of Extended Hours Access?

Access may be suspended or cancelled if a user breaches the Terms and Conditions, allows non-registered people into the building, behaves in an unsafe or anti-social manner, damages property, misuses facilities, refuses to follow procedures, or creates a safety or security concern.

What happens if I accidentally trigger an alarm or leave a door open?

Users should ensure doors close securely behind them and must not prop doors open. If an alarm sounds, follow any displayed instructions and leave the area if required. Doors must not be held open for other people or prevented from locking.

Where can I get help or ask questions about Extended Hours Access?

For questions about registration, access, eligibility or conditions of use, contact Strathfield Library during staffed opening hours.

