

LIBRARY SERVICES POLICY [DRAFT]

1.0 PURPOSE

The Library Services Policy details the framework for Canterbury-Bankstown Council's (Council) provision of library services to the community and residents of the Canterbury-Bankstown local government area (LGA). Council is committed to providing the community with free access to information that addresses the educational, cultural and recreational needs of the LGA.

2.0 SCOPE

This Policy applies to members of the public, including staff, who are patrons of Council's library services.

3.0 POLICY STATEMENT

Council is committed to providing the community with free and equitable access to information in accordance with the *Library Act 1939*. Council recognises the essential service that libraries provide the community and patrons are entitled to:

- a welcoming, comfortable, safe environment for educational, personal development, and cultural enrichment.
- access a well-managed and diverse collection of library resources.
- assistance by knowledgeable and helpful staff.
- well maintained resources that are complete, unmarked and in good working order.

3.1 Membership and borrowing

Membership at any of Council's library branches is free, available to both residents and non-residents, and entitles the member to borrow items and access all library services and facilities at any branch within the LGA. Applications for membership can be made online or in person upon presentation of one form of photo identification that displays the applicants name and current address. Personal information required on the membership application is subject to the *Privacy and Personal Information Protection Act 1998* and the *Health Records and Information Privacy Act 2002*. Further information on library membership is available on Council's website or at any library branch.

3.2 Overdue, damaged, lost or stolen items

Library items that are overdue, damaged, lost or stolen will be subject to fees as outlined in Council's Schedule of Fees and Charges. Membership privileges may be suspended until items are returned or fees are paid in full.

3.3 Collection development and management

Council aims to continue developing its extensive library collection to adequately represent the cultural, educational, information and recreational needs of the community. All libraries include a variety of items for

loan and public use, whilst keeping up to date with trends in technology to offer a wide range of service delivery methods. This includes;

- Print items, eg books, graphic novels, magazines, newspapers.
- Audio visual items, eg DVDs, Blu-Ray disks, CDs.
- eResources, eg eBooks, eMusic, eMagazines, eAudio, eFilms, online databases.
- Local studies items, eg maps, oral history recordings, photographs, archive materials.
- High School Certificate resources, eg study guides, English literature notes.

Selection of collection materials is primarily carried out through selection profiles developed by library staff and implemented by external library suppliers using a range of resources including publisher catalogues, standing orders, reviews in journals and suggestions from staff and library customers.

3.3.1 Restricted material

Council has a duty to provide a selection of books in its libraries covering a range of opinions on controversial subjects, however this excludes items that promote hatred, vilification or degradation of members of the community, or are overtly supportive of intolerant ideologies, persons or organisations.

Under no circumstances will material be excluded from the adult collection on the basis that it is not suitable for children, these items (eg MA15+ DVDs) will be labelled and shelved appropriately. Council may choose to control the use of any resources in its libraries in order to protect items deemed susceptible to theft or damage, including limiting an item(s) loan periods to ensure efficient use of resources by patrons.

3.3.2 Requests for items not contained in the library collection

Council participates in co-operative resource sharing schemes with other libraries within Australia. A request for an item not held in the library collection can be made at the service desk at any library location. The requested item will be considered for purchase for inclusion in the library collection. If the item is out of print and/or not in accordance with the library collection development and management principles, then the library will borrow, where possible, on an interlibrary loan, material(s) not available in its current collection. Applicable charges are outlined in Council's Schedule of Fees and Charges

3.4 Library donations, monetary contributions and bequests

Donations will only be accepted if the donor has discussed the donation with relevant library staff prior to delivery of the item(s). A monetary contribution or bequest can also be made by arrangement with the Manager, Libraries and Community. Further information regarding donation criteria and conditions on contributions and bequests can be requested at any library branch.

3.5 Access to facilities

Council is committed to providing the community with a welcoming, comfortable, accessible and safe environment in which to learn, read and engage with the library's collection. Selected library branches contain spaces for exhibitions and meetings, and must be booked prior to use.

Access to facilities is only available during normal library open hours and will be subject to terms and conditions, and in certain circumstances, applicable fees and charges as outlined in Council's Schedule of Fees and Charges. Library and Council activities have first preference over the use of the meeting rooms, and priority will then be given to local community groups whose activities are compatible with and complementary to the library's roles and objectives. For further information the relevant library branch should be contacted.

3.5.1 Hiring of Council library facilities

Hiring of Council library facilities are subject to terms and conditions, and applicable fees and charges as outlined in Council's Schedule of Fees and Charges.

A casual hirer (not being a sporting body, club, association, corporation or incorporated body) who hires Council's facilities for non-commercial or non-profit making purposes for less than twelve (12) times per annum, will be covered by Council's Casual Hirer's insurance policy. However, if a claim is made, the hirer will be required to pay the policy excess of \$2,000.00.

Non casual hirers (including sporting clubs, commercial enterprise or incorporated bodies) use the facilities at their own risk and must provide Council with a minimum of \$20,000,000 Public Liability Insurance cover. This policy must name Council as the co-insured. Hirers must forward a current certificate of currency with their Meeting Room Application form.

3.6 Information systems and equipment

All library branches are equipped with wireless internet (WIFI) access, public use computers, printing and photocopying services as well as Microsoft Office products. Use of library computers is free of charge but is subject to bookings and terms and conditions of use. Printing and photocopying services are subject to copyright conditions under the *Copyright Act 1968 (Cwth)* and applicable charges as outlined in Council's Schedule of Fees and Charges.

3.6.1 Acceptable use of information systems and equipment

It is the responsibility of patrons to use library information systems and equipment in a respectful and appropriate manner in accordance with the Library Code of Conduct. Any unacceptable or unlawful conduct will be treated as a breach of this Policy and/or the Library Code of Conduct and patrons will be subject to disciplinary action.

The library takes a strong position on patrons who use library computers to access offensive, pornographic or unlawful material. Patrons whose conduct or manner is likely to give offence to any person in the library, including accessing website(s) that could reasonably be considered offensive, may be directed to leave in accordance with the *Library Regulation 2010*.

3.6.2 Use of library computers by patrons under the age of 12 years

Library patrons under the age of 12 must have a parent(s) and/or guardian(s) present whilst using the internet. Children under 12 years of age must be accompanied by an adult while using a library computer.

3.6.3 Security using the library's internet, WIFI and computer network

Library patrons and staff must be aware that the security of data and networks cannot be guaranteed. WIFI hotspots are not secure environments. Patrons should also be aware that network and systems administrators, during the performance of their duties, need to observe the contents of certain data on storage devices and in transit to ensure the proper functioning of the library's internet facilities and computer networks.

Council may also be under obligation to provide internet logs to law enforcement to investigate internet usage where there may be a reasonable suspicion of illegal use. Council does not assume responsibility for any loss of data, funds or identity theft that may result from use of the internet in the library.

3.6.4 Restricted use of library computers

Library members who have overdue items, outstanding fees or other library infringements on their membership record will not be allowed access to the public access computers until the infringement is cleared.

3.7 Children and young people

Council seeks to provide children aged under 12 years and young people who frequent Council's libraries with a safe and child friendly environment in which to learn, develop and engage with the library's collection and resources. Parents and guardians are reminded of their responsibility in supervising their child(ren) at all times, and to be mindful of access to restricted materials. Library collections are available to all patrons with the exception of MA15+ DVDs.

Library staff do not monitor or control content accessed through the internet. It is the responsibility of the parent(s) and/or guardian(s) to monitor their child(ren)'s use of the internet. The role of library staff is to guide and assist children and young people in using and locating resources, and not to supervise children.

Library patrons, including children and young people, who disturb other library patrons may be removed from the library under the *Library Act 1939*.

3.7.1 Unattended children

Parent(s) and/or guardian(s) who leave a child(ren) under the age of 12 years unattended or habitually unattended in a public library are exposing their child(ren) to potential risk and/or harm. Subsequently, parent(s) and/or guardian(s) may themselves be committing an offence under the *Children and Young Persons (Care and Protection) Act 1998*, and may be reported to the Department of Family and Community Services and/or the local Police.

3.8 Aged and disability services

Council endeavours to make its library services and materials accessible for aged and disabled persons by providing a range of alternative formats in the library's core collection. This includes large print books, slow speed audio kits, assistive technology equipment and modified facilities to allow easier access and mobility at any library branch.

Library members who reside within the LGA and are unable to access their local library due to illness, ability impairment or have a genuine difficulty may be eligible for use of the Home Library Service or alternatively, Council offers a Library Bus Service. Information for both the Home Library and Library Bus Service is available on Council's website or at any library branch.

3.9 Multicultural services and community languages

Council is committed to reflecting and supporting the cultural diversity of its community. The library's multicultural collection includes a variety of culturally and linguistically diverse items in various languages spoken within the LGA for members to access or borrow.

3.10 Non compliance and customer exclusion

Patrons who do not comply with the Library Code of Conduct, or breach the terms and conditions of use of facilities and equipment will be subject to disciplinary action. Borrowing privileges or access to library computers may be suspended until all overdue items are returned and any associated late fees are paid.

Under the *Library Act 1939* library staff reserve the right to remove persons who are displaying inappropriate or offensive behaviour. Such behaviour includes actions or language that is threatening, intimidating, aggressive and disruptive to other library patrons; viewing and/or downloading inappropriate material from the internet or misuse of the public computers; excessively loud behavior; inappropriate interactions with minors; stealing, vandalising or destruction of library materials or property; and not taking parent and/or guardian responsibility for children in the library.

4.0 RELATED RESOURCES

4.1 Legislation

- *Local Government Act 1993*
- *Library Act 1939*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Copyright Act 1968 (Cwth)*
- *Health Records and Information Privacy Act 2002*
- *Privacy and Personal Information Protection Act 1998*
- *Library Regulation 2010*

4.2 Associated Documents

- Library Code of Conduct
- Schedule of Fees and Charges

4.3 Definitions

<i>Aged</i>	A person over the age of 65 years.
<i>Child</i>	A person under the age of 12 years.
<i>Disability/disabled</i>	To be incapacitated due to a permanent injury such as a total or partial loss of a part of the body, or as a result of a disease, illness or disorder.
<i>eResources</i>	Resources and publications that are available in an electronic format or online.
<i>Member</i>	A library member is required to provide adequate identification and to agree to follow the Library Code of Conduct.
<i>Patron</i>	A visitor to or a user of any of Council's library branches.
<i>Unattended child</i>	A person under the age of 12 years who is not under the immediate supervision of their parent or guardian.
<i>Young person</i>	A person between the ages of 13 to 18 years.

5.0 POLICY OWNER

Manager, Libraries and Community.

6.0 AUTHORISATION

Adopted by Canterbury-Bankstown Council on [INSERT DATE].