

Library Services Policy

Policy Reference Number	5977950
Responsible Department	Community Connections
Related Policies	Privacy, Volunteers, Internal Review of Council Decisions
Related Procedures	Internet Access Procedures Manual, Library Collections, Guidelines for Donation of Library Materials, Library and Information Services Collection Weeding Guidelines
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1. Purpose

The purpose of this Policy is to detail the framework of Council's provision of library and information services for the community of the City of Campbelltown.

The aims of the library service include:

- To provide information/resources equally to the community and to instil a greater awareness of learning opportunities and community participation.
- To operate as a community service with which residents will identify and deem worthy of adequate financial support from local resources.
- To be an access point for educational, recreational and cultural resources and experiences.
- To be a springboard for lifelong learning.

2. Power to make the Policy

Libraries within the City will comply with the following legislation as applicable to public libraries:

- Libraries Act 1982
- Libraries Regulations 2013
- Local Government Act 1999
- Classification (Publications, Films and Computer Games) Act 1995
- Freedom of Information Act 1991
- Children and Young People (Safety) Act 2017
- Copyright Act 1968 (Cth)
- Copyright Amendment (Digital Agenda) Act 2000 (Cth)
- Disability Discrimination Act 1992 (Cth).

3. Strategic Plan Link

This Policy has the following link to Council's Strategic Plan 2024:

- Supporting our Community (Goal 1)

4. Principles

Libraries actively support the social and economic development of the community through services which provide for a range of information, learning, cultural and recreation requirements. This support is based on the following principles:

- Access to information is a fundamental right of all members of society
- A well informed community is better able to participate in the democratic processes and institutions which underpin the community
- The satisfaction of a person's information needs should be independent of their capacity to pay for those needs
- Libraries actively seek to reflect and support the cultural diversity and aspirations of the community. This is addressed in the Council's *Administrative Procedure – Library Collections*
- Censorship of ideas is fundamentally rejected in the provision of access to information within a public library context. Within the bounds of legislation, and accounting for those issues perceived as universally offensive in the community, a range of different views is provided within the library collections. This is addressed in Council's *Administrative Procedure – Library Collections*.

Library users' rights to privacy and confidentiality will be respected at all times.

Practices and decisions will accord with the relevant legislation, conventions and strategies aimed at providing an outstanding service to the community.

Council values the significant role of volunteers and their contribution to the libraries and information services.

Fees and charges applicable to the Library Services will be in accordance with Council's *Schedule of Fees and Charges*.

5. Definitions

Definitions for the purpose of this Policy are:

Customer:	a library user including members and visitors
Manager:	the person appointed Manager Library Services (or nominee)
Member:	a person who has registered and been issued a membership card
Library Staff:	a person employed by the Council for duties in the library

Item:	any book, paper, magazine, jigsaw puzzle, pamphlet, toy, compact disc, digital video disc, Blu-Ray, CD Rom, iPad or electronic equipment, games and other catalogued items
Inter-Library Loan:	an item borrowed from or lent to another library service in South Australia other than public libraries, or any interstate library.
One Card Network:	Network allowing reciprocal borrowing throughout public Libraries in South Australia on a shared library management system.

6. Policy

6.1 Registration of Members

Any person may apply to register as a member. The applicant is to submit satisfactory evidence to prove their identity. Satisfactory evidence needs to include both a signature and current address either on a driver's licence or other official documentation.

16-18 year olds who do not live at home with their parents, but independently, and have relevant identification may join as an independent youth.

Temporary visitors may join upon payment of a deposit which entitles them to limited borrowing. Upon return of all borrowed items the deposit will be refunded.

If an applicant fails to agree to abide by the conditions of membership and to complete the identification process Library Staff may reject a person's application to join the library. Any grievances relating to such decisions may be lodged in accordance with Council's *Internal Review of Council Decisions Policy*.

As part of the conditions of membership all members acknowledge that any unauthorised broadcasting, public performances, photocopying, or re-recording of items borrowed by them may constitute an infringement of copyright rendering them liable to legal action and that they agree not to use any items borrowed for these purposes.

Any member who loses their membership card, and does not notify the Library Staff of the loss, will be responsible to Council to make good any loss to the library caused by the card's misuse by any other person. Replacement cards may attract a lost membership card fee except in circumstances of fair wear and tear.

Upon compliance with the conditions, Library Staff will register the applicant as a member. The member will then be issued with a membership card.

Membership cards remain the property of the library and are not transferable.

Membership cards may only be used by the person named on the card.

6.2 Suspension of Membership

Failure to comply with any provisions made in this Policy, or the conditions of membership, notwithstanding any prosecution for such failure on their behalf, may cause, at the discretion of the Manager, suspension of membership.

If such action is taken by the Manager, the member will be notified of the action and of the reason(s) in writing.

A customer may be barred from using any library service in the State if a State-wide ban is approved by the Public Library Service Standing Committee or the Libraries Board.

6.3 Borrowing Rules

- No person will remove any item from the library premises without first having its loan recorded
- A member will produce their membership card or Libraries SA app whenever they borrow an item from the library. If a customer is unable to produce their card, they will be allowed to borrow provided they can produce identification to the satisfaction of the Library Staff
- The Library Management System will specify the period within which the member will return an item. This period will normally be 28 days for books, paperbacks, audiobooks, jigsaw puzzles, and inter-library loans, and 14 days for toys, magazines, compact discs, DVDs, CD-Roms and electronic games
- In some instances, the period of time within which a member will return an item which he/she is about to borrow will vary from the usual period. This decision is made by the SA Public Library Network with the aim of ensuring fair and equitable access to all.
- Items will automatically be renewed a maximum of 2 times where there are no current reservations (ie. Holds) on the item, where the item type does not exclude renewals and that the member's record is active and with no issues requiring resolution. Otherwise items will have to be returned by their due date.

- 6.4** The onus is upon the member to return the item by the due date provided at the time of issue or extension. The member will receive a pre-overdue notice by email as a reminder to return the items. If the member does not have an email address no notice will be sent.

6.5 Late Items

If an item is not returned to the library by the due date for its return, an overdue notice will be issued to the customer requesting its immediate return.

If the item is not returned within two weeks of the date of the overdue notice, an account notice will be sent to the customer for the cost of replacing the item and a processing fee and borrowing restrictions may be imposed.

Failure to return the item after receipt of an account notice may result in the matter being referred to collection agents for recovery.

If a customer finds an item they have previously paid for they may keep the item as no refunds will be given.

6.6 Liability for loss or damage

If an item is lost, stolen or damaged before it is returned to the Library, the borrower of the item will be liable to replace the item with a new copy of the same book or to compensate the Library for the cost of its replacement or repair (as the case may be).

If any item mutilated, defaced, damaged or lost is one volume of a set and it is found impracticable to replace the said volume only, the customer will be liable for and will pay the Council a sum equal to the value of the whole set.

If a member claims to have returned or never to have borrowed an item, and the Library records indicate that the item was lent to the customer and has not been returned, then the customer will, on the Manager's request either:

- pay to the Council, the replacement cost of the item; or
- after the loan period has elapsed or nearly elapsed and the item or items are still issued to the customer, complete a claims returned form to the effect that he/she did return the item specifying the date on which this event occurred, or that he/she did not borrow the item on the occasion on which the Manager's records show that he/she did.

At all times, the offer of, or the acceptance or rejection of, a claims returned form is at the discretion of the Manager, with a maximum of 5 claims returned items per customer.

6.7 Member Records

Members who have not used the library for a 3 year period may have their membership records deleted from the library management system to ensure that the records and statistics of the library service reflect active membership of the library.

If a member record has outstanding fees/items then the record will be retained for historical purposes.

Any member who has had their membership record deleted due to inactivity may be re-registered upon request with presentation of appropriate identification.

6.8 Library Management System

Council will support the One Card management system.

6.8.1 Online Access

Any member of the public may access the Library Network catalogue online via a link on Council's website www.campbelltown.sa.gov.au.

In addition, registered customers may access their customer records online, and a range of electronic and community information databases.

6.9 Collections

A wide range of materials in appropriate formats and languages will be developed and maintained within the limits of the approved budget. The final responsibility for material selection lies with the Manager (or nominee), whilst the responsibility for initial selection of materials is shared by members of the Library Staff. Recommendations from the public are welcomed.

The acceptance of donations of books and other materials is at the discretion of Library Staff and is managed in accordance with Council's *Administrative Procedure – Donations of Library Materials*.

6.10 Toy Library

A Toy Library is provided and an annual fee is charged for members. This fee is available in Council's *Schedule of Fees and Charges*.

6.11 Photocopying

The sign displayed by the photocopiers is in accordance with the Copyright Act 1968 (Cth) and places the responsibility for observing copyright on the user of the machine.

If Staff believe an infringement of the Copyright Act is being made, or about to be committed, they will advise the person to carefully read the provisions of the Copyright Act 1968 (Cth) without passing judgement as to the individual case.

No monies for copying will be refunded except where an unsatisfactory copy is the consequence of machine malfunctions.

6.12 Community Noticeboard

All material will be presented to the Manager (or nominee) for authorisation. The Manager (or nominee) may determine what is displayed, where and for how long.

6.13 Community Displays

At the discretion of the Manager the display spaces are provided free of charge for local community organisations to promote their services. These displays are required to be booked in advance.

6.14 Lost/Stolen Property

Neither the Council nor the Library Staff will be responsible for any loss, damage or theft of personal property from the library premises or any vehicle.

6.15 Offences

No person will while in a library premises:

- act in any manner detrimental to the enjoyment of the library premises by other persons
- smoke (including e-cigarettes and vaping)

- take illegal drugs
- consume alcohol unless at an approved function where alcohol is being served
- cause damage to any fittings or fixtures
- behave in an offensive or threatening manner including both verbal and physical
- make an unreasonable amount of noise, or
- by act or conduct, refuse to allow the Manager (or nominee) to inspect any item in that person's possession.

No person will bring any animal or bird into any library premises without the consent of the Manager (with the exception of assistance animals).

No person will fail to leave the library premises forthwith on the request of the Manager or in his/her absence, any Library Staff.

No person will communicate with Library Staff in an offensive or threatening manner via telephone, email or in person.

Library Staff are not responsible for any children left unattended. No children under the age of 12 should be left without the supervision of a responsible adult whilst in the library.

The Manager has the right to refuse entry or membership to the library to any person who has carried out any of the above offences, or to suspend membership of the library for a period of time as deemed appropriate. If offensive behaviour continues and the offender refuses to leave the premises, the Library Staff will call for attendance by SA Police.

6.16 Internet Access

The Library provides free access to the Internet for library users.

To use the Internet, users must be aged 18 years of age or over and have read and agreed to the Internet conditions of use. Users under 18 years of age (with the exception of independent youth) need the permission of a parent or guardian.

Persons using the PCs are required to use their membership card and login.

Persons may not use another person's membership card to gain access to the PCs.

7. Fundraising

Fundraising at the Library is limited to Volunteers raising money for the Library unless authorised by the Chief Executive Officer.

8. Review & Evaluation

Within twelve months of each new Council term, Council will review this policy. Following this initial review, this policy will be reviewed at least biennially by Staff with minor administrative adjustments being approved by the Chief Executive Officer.

9. Availability of the Policy

Copies of this Policy will be available at Council's principal office during ordinary business hours and at Council's website www.campbelltown.sa.gov.au.