

Library Services Policy

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1. Scope

- 1.1 This Policy applies to City of Parramatta Council (**Council**) Library services (**Library**).
- 1.2 This Policy further applies to all Employees, trainees, and volunteers working in Council's Library services.

2. Purpose

- 2.1 The Library operates under the *Library Act 1939 (NSW)* as amended from time to time. The *Library Regulation 2018 (NSW)* enables councils to regulate the use of public libraries, in accordance with the service requirements for public libraries as set out in section 10 of the *Library Act 1939 (NSW)*.

The purpose of this Policy is to guide Council's provision of library services and to establish a framework for appropriate Customer use of the library. This Policy sets out the administration and customer service standards required for providing Council's Library services.

3. Policy

- 3.1 Council is committed to providing Library services which are consistent with the following values:
 - (a) promote the free flow of information and ideas through open access to recorded knowledge, information, and creative works;

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- (b) deliver authentic information and evidence-based practice supported by quality research;
- (c) connect people to ideas, knowledge creation, and learning;
- (d) foster reading, information, and digital literacies;
- (e) manage, organise, and preserve the human record;
- (f) demonstrate excellence, accountability, integrity, and responsibility in service to the community;
- (g) maintain currency of professional knowledge and practice; and
- (h) undertake partnerships and collaborations to advance these values.

Council's library service values are informed by the Australian Library and Information Association's *Core Values Statement*, and the values set out in statements and guidelines issued by industry bodies such as the Australian Library and Information Association (ALIA) and the International Federation of Library Associations and Institutions (IFLA).

3.1.1 Council will also consider in the provision of Library services the aspirations of the community as set-out in Council's Community Strategic Plan.

3.2 Council is committed to providing Library services to Customers which are fair, easy to use and access, and which meet Customer needs. Council will meet the service needs of Library Customers by:

- (a) respectfully assisting Customers in their use of the Library;
- (b) providing physical and digital collections that are well-maintained and are easily accessible;
- (c) offering information services, including education programs, to support information and digital literacy;
- (d) ensuring Employees, trainees, and volunteers are appropriately trained to provide high-quality services, including by respecting Customer confidentiality;
- (e) providing convenient opening hours through a network of libraries;
- (f) promoting an inclusive and socially cohesive community through Library services that are responsive to the needs of people from people from a range of backgrounds, experiences, and/or identities;
- (g) providing Library services, programs, and facilities for Customers of all ages;
- (h) regularly reviewing Library services to ensure that they remain relevant; and
- (i) actively engaging with Customers to support continuous improvement of Library services and programs.

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3.3 While attending the Library, Customers are expected to:

- (a) always treat Council officers and other Customers with respect and courtesy;
- (b) treat Library facilities, equipment, and collections with due care;
- (c) assist Council to understand their needs when seeking services;
- (d) participate in programs and activities in a spirit of co-operation; and
- (e) follow appropriate directions given by Council officers, including directions to leave the Library.

3.4 Customers are encouraged to provide the Library with feedback on how the Library may improve its services, or how the Library can help resolve a specific service problem that they may have.

3.5 Customers must not copy, print, scan, download, or record Library Materials in any way which infringes the *Copyright Act 1968* (Cth).

3.6 Council is committed to ensuring that Customers receive quality Library information services. The Library's information services are available to all Customers, irrespective of whether they are Members of the Library.

3.7 The following collections may only be used in the Library and are not available for loan:

- (a) Reference Collection;
- (b) Special collections (e.g. Legal information Access Collection);
- (c) Local Studies and Family History Collection; and
- (d) Newspapers.

3.8 Parents and guardians are responsible for their children's behaviour, well-being, and care, including while using the Library's services, facilities, Internet, and while attending programs. If Council becomes aware of any unaccompanied children that could be considered at risk in a public space or who become disruptive in their use of the Library, Council will attempt to contact parents or guardians in the first instance. Library workers also have a duty to report potentially at risk children to appropriate authorities.

3.9 Food snacks and non-alcoholic drinks in spill-proof or covered containers may be consumed within the Library, except:

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- (a) when using Library equipment (e.g. computers, printers, and audio-visual equipment); or
- (b) when using the Local Studies Collection.

3.10 The Library will not distribute or display external promotional materials, with the exception of, where feasible, appropriate promotional materials for:

- (a) not for profit organisations;
- (b) social enterprises; and
- (c) commercial organisations licensed by a governing body or with special contractual agreements.

3.11 Soliciting, petitioning, interviewing, campaigning, survey-taking, canvassing, or selling in the Library is not permitted.

3.12 Membership Eligibility, Entitlements, and Responsibilities

3.12.1 Everyone is welcome to join the Library. Membership of the Library is free and is available to anyone with an acceptable form of identification.

3.12.2 Full Library Membership entitles Members to use all services offered by any Library branch. Full Members may:

- (a) borrow Items from the Library. Members will be advised at the time of borrowing of the initial loan period and due date applicable for each Item;
- (b) reserve Items to pick-up from the Library;
- (c) renew loaned Items;
- (d) make suggestions for items for the Library to purchase;
- (e) access digital collections and online databases;
- (f) use PC facilities provided at libraries;
- (g) use printing services;
- (h) make online Library payments; and
- (i) hold an online Library account.

3.12.4 Customers are to apply for a Library Membership type as applicable to their eligibility. Membership categories provide specific access entitlements as follows:

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- i. Adult Membership is available to any person who is 16 years of age and over. Adult Members are entitled to full access as set out in section 3.12.2.
- ii. Children and Young Adult Membership is available to any person under 16 years of age. Children and Youth Members are entitled to full access as set out in section 3.12.2.
- iii. Temporary Membership is available to people who are staying at a temporary address or have no permanent address. This form of Membership is typically available to people visiting from interstate, are homeless, or are refugees. Temporary Membership is valid for up to six (6) months and can be renewed. Temporary Members may:
 - (a) borrow up to four (4) Items for up to twenty-one (21) days;
 - (b) use Library facilities and services; and
 - (c) use online resources.
- iv. Online Membership is available to Customers aged 16 years and over wishing to join the Library through online registration. Online Membership is available for a set period and Online Members may:
 - (a) borrow eBooks, eAudiobooks, and eMagazines;
 - (b) use eJournals and encyclopedias;
 - (c) search online databases available through the Library's website;
 - (d) reserve Library Items;
 - (e) request Items external to our library service (inter-library loan); and
 - (f) suggest Items for purchase.

3.12.4 Membership Cards are non-transferable and remain the property of the Library.

3.12.5 Members may use computer equipment and Wi-Fi Internet services at the Library. Members may book Library computer equipment, for a duration as decided by staff based on demand. Casual access is available to Customers who require only limited access to the Library's computer equipment. Membership is not required to access public Wi-Fi service for personal devices. Library computer equipment and Internet services are subject to the usage Terms and Conditions. Printing and photocopying services are available to Customers, subject to fees itemised in Council's Schedule of Fees and Charges.

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3.12.6 Members may renew a loan for three (3) weeks, unless:

- (a) the Item is reserved;
- (b) the Item is already overdue; or
- (c) the Member's card has expired or is otherwise blocked or suspended.

3.12.7 Borrowed Items may be returned to any Library branch.

3.12.8 Members may request Items not held by the Library for a fee as set out in Council's Schedule of Fees and Charges. Members may place an inter-library loan (ILL) request for Library Materials that:

- (a) are not readily available for purchase or are out of print; and
- (b) do not meet the Library's selection criteria for purchase.

3.12.9 Popular Items may not be placed on hold or obtained through ILL, including:

- (a) Library Materials that have been recently published and are readily available for purchase;
- (b) magazines and serials; and
- (c) multimedia items.

3.12.10 Council will issue an overdue reminder when Items are overdue. Once Items are six (6) weeks overdue a final account for the replacement cost, including a processing fee as set out in Council's Schedule of Fees and Charges, will be sent to the Member. Members with Overdue Loans will not be able to:

- (a) borrow further Items; and
- (b) at the discretion of the Library, may not be able to renew existing loans, make reservations, or book public computers.

3.12.11 Where borrowed Items are lost, stolen, or damaged, Members may be charged the applicable replacement cost as per the catalogue record, including processing fees. Issued replacement charges will be waived if the Item(s) are returned within two (2) years. If an Item is returned after two (2) years, issued replacement charges up to \$150.00 may be waived on the basis of hardship at the discretion of the Library branch officer in charge. Requests to waive issued

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replacement charges of more than \$150.00 on the basis of hardship may be considered at the discretion of the Library Services Manager.

3.12.12 The Library will not accept replacement copies for lost, damaged, incomplete, or stolen Items.

3.13 Home Library Services (HLS)

3.13.1 Council recognises that some Members may be unable to visit the Library or collect borrowed Items due to disability or illness. Council's HLS has been established in accordance with the *Guidelines for Australian Home Library Services*.

3.13.2 Membership to the HLS is free and is available to all residents in the City of Parramatta Local Government Area (LGA) who are:

- (a) unable to visit the Library due to illnesses or disabilities, including temporarily;
- (b) able to visit the Library but due to frailty or disability are unable to transport borrowed Items;
- (c) live in residential establishments (e.g. nursing homes);
- (d) engaged in full-time care of a person or people; or
- (e) young children who are in the care of any of the above.

4. Delegation

4.1 There are no Administrative and/or Legislative Delegations applicable to this policy.

5. Procedure

5.1 Library Membership Application Procedures

5.2.1 Customers may apply for Library Membership in-person by completing an application form and showing required identification documents.

5.2.2 To apply for Library Membership, Customers must provide a current, original ID or document that shows their name and current NSW residential street address of the applicant (e.g. NSW Drivers Licence).

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5.2.3 Children and young adult members need to be registered by a guarantor 18 years of age and over who can:

- (a) show an acceptable form of identification as identified in 5.1.1; and
- (b) show proof that they are the applicant's parent, legal guardian, or carer (e.g. birth certificate).

5.2.4 Temporary Members can join the Library by registering and showing one form of identification including current passport or other means that verifies their name and/or current residential address.

5.2.6 To upgrade from an Online Membership to a full membership, Customers must provide an acceptable form of identification before the 3-month Online Membership term expires.

5.2.7 Application to the Home Library Service may require a written declaration from either a doctor or other health care professional stating the reason(s) the Customer requires this service.

5.3 A fee is applicable for replacing a lost Membership Card, as set out in Council's Schedule of Fees and Charges.

5.4 Members will be prompted to renew their membership every two (2) years by confirming their details.

5.5 Council will maintain records of Member transactions, including but not limited to loan histories.

6. Definitions

Customer	Anyone who uses a Council Library, including Members and non-Members of the Library. It may also include those people who use the Library's online services available through the Library's website and range of mobile apps.
Employee	Any person working in a casual, temporary, or permanent capacity at City of Parramatta Council..
Library	All libraries run by the City of Parramatta Council

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Library Items or Materials	Includes magazines, books, audio-visual, eResources, newspapers, any printed matter including maps, pictures, and films and any other matter or thing whereby words or images are recorded or reproduced. Includes both physical and digital materials.
Member	Customer who has registered as Member of the Library and been issued with a Library Membership Card.
Membership Card	The physical or digital card issued to customers when they join the Library. Each card has a unique barcode (ID) and PIN number that Members use for Library transactions including borrowing Items and using Library computers.
Overdue Loan	A borrowed Item which is not returned to the Library by the due date.

REFERENCES	Australian Library and Information Association <i>Core Values Statement</i> <i>Guidelines for Australian Home Library Services</i> <i>Library act 1939 as amended (NSW)</i> <i>Library Regulation 2018 (NSW)</i>
ASSOCIATED POLICIES	Customer Service Policy Complaints Handling Policy Privacy Management Policy Schedule of Fees and Charges
ATTACHMENTS	Nil

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