



Library Services Policy

Date policy was adopted by Council:	23 February 2011
Resolution number:	35/11
Previous Policy review date:	25 November 2009
Next Policy review date:	Annually November
Reference number:	SF080616

1. OUTCOMES:

Provide the policy framework for the delivery of a range of Library Services to the community by Queanbeyan City Council.

2. POLICY:

To provide a high quality library and information service which provides resources for information, education and recreation to promote reading, learning, individual development and cultural opportunities for the people of the Queanbeyan Region.

3. DEFINITIONS

Nil

4. LEGISLATIVE OBLIGATIONS AND/OR RELEVANT STANDARDS

Through adopting The NSW Library Act (1939, No 40), the Queanbeyan City Council agrees to provide free library services as outlined in the Act and its Regulations , and to adhere to the Public Library Services Guidelines and Policies as issued by the Library Council of New South Wales. Council agrees to only charge patrons for 'value-added' services, which are defined as library services or products which provide additional benefits to the patron usually in the form of increased convenience or time saved, or in the provision of a product which the patron may retain for their own use.

5. CONTENT:

As outlined under separate headings within the Policy.

6. PERFORMANCE INDICATOR

Performance Indicators for provision of Library Services are as outlined in the Council's Management Plan and are reported on each quarter.

1 Provision of Library Services

The Queanbeyan City Library provides a broad range of library services to the City Of Queanbeyan and to the surrounding Shire of Palerang, with a combined population of around 54,000 residents. There is a central library in Queanbeyan, branch libraries at Bungendore, Braidwood and deposit stations at Captains Flat.

A local government library has a role as an unbiased source of recorded knowledge and ideas for its community. It accepts responsibility for providing free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.

Everyone in the community has the right to use the Library, whatever their age, sex, race, religion, national origin, disability, economic condition, individual lifestyle, political or social views.

The library endeavours to provide comprehensive and balanced collections, as far as budget, space, and availability of materials allow.

Library staff must protect each user's right to privacy with respect to information sought or received and materials consulted, borrowed, or acquired.

Queanbeyan Library staff endeavour to provide the people of Queanbeyan and Palerang with the highest quality of library service possible. This service is given freely and without bias according to the principles and standards embodied in the Australian Library and Information Association statements on:

Professional Ethics
Free Library Service to All
Freedom to Read
Library Services for People with Disabilities
Libraries and Literacy
Libraries and multiculturalism
Principles of access to government information

Copies of these standards are available from the Library Manager, and can be located on the Australian Library and Information Association (ALIA) website at www.alia.org.au/policies

Membership

Membership of the Queanbeyan City Library is free and is open to all residents of Queanbeyan City, and through agreement to residents of the Palerang Shire and the ACT, subject to the following criteria:

1. Proof of current residential address must be produced before lending is permitted. Acceptable proof is a current Driver's Licence, Rent Receipt, Rates Notice or an official letter showing name and current address.
2. If the borrower is under 16 years of age a parent or guardian must sign the membership card.
3. Temporary membership is available to people who have proof of a permanent address outside of Queanbeyan City, Palerang Shire or the ACT, and can also provide proof of their temporary address in Queanbeyan. Temporary members may be required to provide a resident guarantor to assume responsibility for all items that they borrow. Temporary membership is reviewed after 2 months. A temporary member can borrow a maximum of 6 items at a time for a loan period of 2 weeks, including a maximum of 2 DVDS, CDs, or Audiobooks. Toys are not available for loan by temporary members.

Library Services

• **Opening Hours**

The Library is to be open for public use at the following times:

Monday	9.30am - 6.00pm
Tuesday	9.30am - 6.00pm
Wednesday	9.30am - 6.00pm
Thursday	9.30am - 7.00pm
Friday	9.30am - 6.00pm
Saturday	9.30am - 4.00pm

The Library is closed on Sundays and on designated public holidays.

• **Loans**

Membership entitles a person to borrow up to 15 items from the Library with the following restrictions pertaining to particular formats.

Reading Kits, Junior /YA Audiobooks	up to 4 items
DVDS	up to 6 items by an Adult member
Toys	2 per child (Must be borrowed by an Adult member)
Magazines	up to 4 of the same title
Junior/YA CDS	up to 2 CDS
Adult CDs	up to 6 CDS
Graphic Novels	up to 6 items
HSC Resources	up to 2 per student for 2 weeks

In the interests of fair access to Library the Library reserves the right to limit the number of popular items borrowed per family according to demand and availability.

The normal loan period is 4 weeks - however, DVDs, magazines, toys HSC resources and selected popular titles may only be borrowed for 2 weeks at a time.

Materials should be returned on or before the due date and fines are incurred for items not returned by the due date. An extension for an existing loan can be obtained prior to the date due by phoning or visiting the library. Items can also be renewed online at the Library website www.qcc.nsw.gov.au/library

The following renewal restrictions apply:

1. the loan period is not to exceed 12 weeks in total.
2. if the item has been requested by another user it cannot be extended except in special circumstances.
3. HSC items may not be renewed

- **Library Fines**

Fines for overdue items are charged per item per week. There is a grace period of 6 days after which fines are imposed retrospectively from the date on which the item was originally due to be returned.

The following standard fine limits apply

Adult items with fines of up to \$10 -	full fine amount must be paid
Adult items with fines of up to \$30 -	a fine of \$10 will be charged
Adult items with fines over \$30 -	a fine of \$20 will be charged and a note placed on the borrower's record
Junior items with fines up to \$5 -	full fine amount must be paid
Junior items with fines up to \$30 -	a fine of \$5 will be charged
Junior items with fines over \$30 -	a fine of \$10 will be charged and a note placed on the borrower's record

Borrowers with overdue fines on their record will no longer be able to borrow and all fines must be paid before they can borrow further items. Part payments will be accepted but until the full fine is paid the person cannot borrow any other items.

Borrowers with overdue fines are not permitted to use the Internet until their fines have been paid. Any Fines disputes will be referred to a supervisor

It is the responsibility of the patron to return all borrowed materials on or before the due date and to pay any fines or charges incurred, otherwise membership rights will be withdrawn

- **Reservations**

All Library items available for loan, with the exception of magazines and uncatalogued paperbacks, can be reserved by library members.

- **Inter-Library Loans**

Items not held in the Library collections can be obtained from other libraries using the Inter-Library Loans (ILL) system. There is a standard fee for this service. Popular and/or recently published material is not usually available through the ILL system.

Items obtained on Inter-Library Loan will be held for collection at the Library for a maximum of one week, except in special circumstances. Any overdue charges or fines incurred are the responsibility of the borrower and must be paid.

- **Lost or damaged items**

Borrowers must pay the replacement cost for any lost or damaged items, or, with the approval of the Library, may replace them with the same or similar items. A processing fee may be charged for lost or damaged items.

Loan extensions for lost items will be granted for up to a period of 3 months, after which the items must be paid for if not found and returned. These items are then withdrawn from the Library's collection and refunds cannot be provided if items are subsequently found.

- **Lost or damaged toys**

Borrowers must pay the replacement cost for any lost or damaged toys, or, with the approval of the Library may replace them with the same or similar items. A processing fee may be charged for lost or damaged toys. Loan extensions for lost toys will be granted for up to a period of 3 months, after which the items must be paid for if not found and returned. These items are then withdrawn from the Library's collection and refunds cannot be provided if items are subsequently found.

- **Lost or damaged cards**

The first library card is issued free to members. Replacement cards will be charged for except where documentary evidence is provided that the card has been stolen, in which case the card will be replaced without charge.

- **Public Access Internet and Word Processing Services**

The Library provides access to the Internet for educational, research and general information purposes. The service is free to library members and visitors. Library staff can provide only basic assistance in using and accessing the Internet, and in using or accessing email services.

It is necessary to be registered as a library member in order to use the Internet Service and sessions need to be booked in advance. Visitors can register for temporary guest access to the Internet service by providing name and photographic identification.

The library has no control over the resources available on the Internet, nor does it select or edit its content and cannot take responsibility for content reliability currency, or accuracy.

The Internet contains some material that is inappropriate for viewing or reading by children. Children under the age of 16 years require parental permission to use the Library internet service. Parents/guardians are encouraged to instruct their children in safe internet use and the Library can assist with providing relevant information.

The Library will not be responsible for any personal information that may be compromised, or any damage caused to patron hardware or software due to electric surges, security issues, viruses or hacking.

Internet usage may be monitored by the staff and if sites being visited are inappropriate, the internet session will be terminated and future access to the Internet will be denied.

Internet users must agree to abide by the following regulations and conditions when using the Library internet services:

- Not to use another person's library card to access the internet.
- Not to use the Internet for any fraudulent or unlawful purpose including any activity prohibited under any applicable Australian State and/or Commonwealth Laws.
- Not to access or view obscene or illegal material.
- Not to violate copyright laws and software licensing agreements or the policies of the sites visited.
- Not to alter or interfere with the computer configuration or set up.
- Not to download any software .
- Pay for all pages printed
- Allow library staff to access the PC when required.

Patrons failing to abide by these regulations and conditions will be denied access to the Library Internet service. Library staff will report illegal activity on the Library internet service to the Police.

- **Word Processing Facilities**

The Library provides access to word-processing facilities. The service is free to registered library members and visitors. Library staff can provide only basic assistance in using word processing facilities and in dealing with technical problems.

Patrons can use their own disks and USB memory devices but no responsibility can be taken for any damage, failure or loss of data as a result of using the Word Processing PC. Patrons should use the 'Safely Remove Hardware' option before removing their memory devices.

The word processing PCs are loaded with virus protection software which may possibly interfere with data on memory devices.

- **Printing and Photocopying Services**

The Library provides access to photocopying and printing services and there is a charge for these services.

- **Housebound Service Membership**

The Housebound service is available to residents of Queanbeyan who are unable to use the Library because of age, disability or medical reasons. A Doctor's Certificate may be required stating that the person is unable to use the library's facilities due to medical or disability reasons.

Membership of the Library's Housebound Service entitles a person to borrow up to 15 items from the library for 2 weeks.

- **Loans to Pre-Schools and Child Care Centres**

40 books per class can be borrowed for a loan period of one month. The Pre-School or Child Care Centre is responsible for all items borrowed.

- **Patron responsibilities and conduct**

The Library seeks to create a welcoming and safe environment for all its patrons and seeks to achieve this through the application of the following regulations:

Patrons who create a public nuisance, disturb other patrons, damage library property, engage in any illegal activity, or who abuse, threaten or harass library staff will be required to leave the Library. Those unwilling to comply will be reported to Council Security or the Police.

Food and drink may not be consumed in the Library, and mobile phones must be turned off and not used in the Library. Soliciting, begging or unauthorised selling is not permitted in the Library

Personal items and valuables brought into the Library are the responsibility of the patron, and the Library cannot take responsibility for any personal items lost, damaged or stolen. Personal bags may be brought into the Library on condition they are provided for inspection by staff when requested.

- **Children's Services**

The Library provides weekly Storytime sessions for children aged 3-5 years during school terms, and other storytime sessions for Toddlers aged 2-3 years. Children's holiday programmes are provided during school holiday periods.

Children under the age of 6 years must be accompanied and supervised by a responsible adult whilst in the Library. Staff cannot supervise children in the Library and cannot accept responsibility for the care or conduct of unsupervised children.

Unsupervised children who create a nuisance or disturb other patrons will receive a warning from Library staff. If the disruptive behaviour continues their parent or guardian will be advised that their child(ren) cannot return to the Library if their behaviour continues to create a nuisance to other Patrons.

- **Displays and Exhibitions**

The Library has a role to play in providing space and facilities for displays of interest to the community, and provides a number of display boards within the Library for community use.


Displays can be of a community, cultural, educational or recreational nature which provides information to the community.

Displays must be booked in advance through the Library and are subject to availability of space and display facilities. All display materials, notices, announcements and signs must be authorised by the Library staff before being displayed.

Displays of a commercial, political, or religious nature that are seeking to promote products and services for commercial gain, or which promote political, religious or ideological points of view are not accepted, and will be removed.

POLICY:-	
Policy No:	
Policy Title:	Library Services Policy
Date Policy was adopted by Council:	23 February 2011
Resolution Number:	35/11
Previous Policy Review Date:	25 November 2009 585
Next Policy Review Date:	November Annually
PROCEDURES/GUIDELINES:-	
Date Procedure/Guideline (if any) was developed:	
RECORDS:-	
Container Reference in TRIM: Policy	SF080616
Container Reference in TRIM: Procedure	Nil
Other locations of Policy:	Intranet (linked to TRIM Container)
Other locations of Procedures/Guidelines:	Intranet (linked to TRIM Container)
DELEGATION (if any):-	
RESPONSIBILITY:-	
Draft Policy developed by:	Manager (Library and Cultural)
Committees (if any) consulted in the development of the Draft Policy:	Nil
Responsibility for Implementation:	Manager (Library and Cultural)
Responsibility for Review of Policy:	Manager (Library and Cultural)

INTEGRATED PLANNING FRAMEWORK:	
Community Strategic Plan:	Strategic Priority No. 6
Delivery Program Title:	Provision of Library Services
Operational Plan:	Program No. 690-694 Library Services

Senior Authorising Officer	Position General Manager	Signature/Date  23 February 2011
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ACTION	COUNCIL MEETING DATE	RESOLUTION NUMBER	REPORT ITEM NUMBER
New	7 June 1990		
Amended	4 April 1991	284	
Amended	15 April 1992	342	
Amended	2 May 2001	250	
Amended	25 November 2009	585	
Amended	23 February 2011	35/11	8

DATE REVIEWED	REVIEWER POSITION	REVIEWER NAME
23 February 2011	Manager (Library and Cultural Services)	Peter Conlon