

**Code Title:** LIBRARY SERVICES - Code

**Reason for Code:** Eurobodalla shire Council offers the community a free library service run by experienced council library staff, with branches at Batemans Bay, Moruya and Narooma. The Library Service as well as operating with Council's EuroCare Policies also needs to have a Library Code to cover the unique services offered by libraries.

**Introduction:** The library service is part of Council's EuroCare, a group within the Council that provides many types of community endeavours, including helping young people, providing cultural and social planning, and running a number of funded care services.

Particular Policies of EuroCare that are relevant to the library service include the right of people in this Shire to expect that the libraries will:

1. Be accessible and managed effectively and efficiently;
2. Deliver quality services;
3. Provide a healthy and safe environment;
4. Respect library users and their right to privacy, dignity and freedom from abuse;
5. Listen to suggestions and complaints.

In turn, people using the library need to take responsibility for their behaviour and actions, follow the rules of the library, and treat library staff as they would wish to be treated themselves.

**Code Details:** This Code covers:

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## 1. Profile

The Eurobodalla Shire Council offers the community a free library service run by experienced Council library staff, with branches at Batemans Bay, Moruya and Narooma.

The three Council libraries provide a friendly atmosphere for study, browsing, reading and relaxing. Each library offers a variety of activities, including storytime, children's holiday activities, special events and workshops, introduction to the Internet classes, exhibitions and community displays.

In 2004-2005 more than 50 percent of the local community were registered members of the library. During the same period 293,000 items were issued, 203,000 people visited and 24,849 internet bookings were taken.

As a member of the South Coast Co-operative Library Service we are able to provide access to the resources of the Kiama and Shoalhaven Library networks, particularly through up-to-date library computer catalogues and information databases.

Eurobodalla Shire Council pays for library services, which cost \$942,366 in 2005/06, including \$69,000 in per capita funding and \$38,519 Disability and Geographic funding from the NSW Government.

## 2. Council's Vision and Strategic Objectives

"Good Government, Better Living"

We want a Shire where, in a balanced and sustainable way:

- (a) the views of our diverse community are sought and valued in developing plans and projects for the future
- (b) the needs of the community have been met by the provision of services and infrastructure
- (c) the ecological health and natural beauty of the environment is protected
- (d) the local economy, including Tourism, is characterised by steady sustainable growth that builds on our strengths, and
- (e) people have a wide range of community services available because the council provided the leadership to access state and federal government programs.

## 3. Libraries, Eurocare and Policies

The library service is part of Council's EuroCare, a group within the Council that provides many types of community endeavours, including helping young people, providing cultural and social planning, and running a number of funded care services.

Particular policies of EuroCare that are relevant to the library service include the rights of people in this shire to expect that the libraries will:

- (a) be accessible and managed effectively and efficiently
- (b) deliver quality services
- (c) provide a healthy and safe environment
- (d) respect library users and their right to privacy, dignity and freedom from abuse
- (e) listen to suggestions and complaints.

In turn, people using the library need to take responsibility for their behaviour and actions, follow the rules of the library, and treat library staff as they would wish to be treated themselves.

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#### 4. Library Mission Statement

The mission of the Eurobodalla Shire Library Service is to provide the local community with equitable access to information through a variety of resources and appropriate technology.

This is achieved by enhancing existing collections at Batemans Bay, Narooma and Moruya, in size and depth, and the provision of educational and recreational material over a wide range of subjects, reflecting a variety of viewpoints.

The principles outlined in the Australian Library and Information Association's "Freedom to Read" statement (Appendix A) supports this policy.

The Eurobodalla Shire Library Service also provides free access to core information resources on the Internet.

The latest technologies and services are made available where they meet an identified need in the community and bring benefits.

#### 5. Service Ethos

The Eurobodalla Shire Library Service is committed to a quality service ethos by:

- (a) the provision of high quality customer service at each library location, with regular evaluation and feedback from the community
- (b) the provision of equitable access to resources and information by the community
- (c) the development and maintenance of easy access to the library service for community members
- (d) the fostering of community involvement in the library and its activities, with emphasis on the library as a community space.

#### 6. Selection of Materials

In keeping with the principles of the Mission Statement, no publication will be excluded from the library collection on moral, political, racial or religious grounds alone.

Criteria for the selection of material and the provision of information will follow professional standards as determined by:

- (a) the Eurobodalla Shire Library Co-ordinator
- (b) the Chief Librarian of the South Coast Co-operative Library Service
- (c) senior professional library staff.

The selection criteria and depth of purchasing for particular subjects is outlined in the following publication:

South Coast Cooperative Library Service, 2003, Collection Development Policy.

A copy of this booklet is available upon request.

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## 7. Standards of Behaviour

To better serve all library members, the Eurobodalla Shire Library Service has established standards of acceptable behaviour at each library facility to ensure an environment conducive to library use.

These standards are:

- (a) behaviour that does not impinge on the rights of others
- (b) behaviour that does not result in injury to oneself or others
- (c) behaviour that does not damage library equipment or facilities.

Persons with unacceptable behaviour will be asked by staff to modify their behaviour or leave the facility.

Persons found to be stealing material or equipment from the library will have their borrowing privileges revoked and the Police notified.

No eating, drinking, smoking will be permitted in the public areas of the library. Library members who wish to do so will need to leave the facility.

No dogs (apart from Guide Dogs) or other animals can be brought into the library.

## 8. Library Membership

The Eurobodalla Library Service offers free membership to:

- (a) residents and ratepayers
- (b) local community and business organisations
- (c) children under the age of 16 with parent or guardian permission
- (d) people working or studying on a regular basis within the area.

Membership cards can be used at Moruya, Narooma and Batemans Bay Libraries, as well as in libraries run by our South Coast Cooperative Library Service partners, Kiama Municipal Library and Shoalhaven City Library.

To join, an application card must be filled out and signed, with the applicant undertaking to abide by the policies of the library and to pay for any loss or damage to materials.

Proof of residential address must be presented.

Appropriate forms of identification include:

- driver's licence
- rates notice
- rental receipts
- health care cards
- phone / electricity / gas bills
- letters on letterhead that detail address.

Applicants under the age of 16 will need to have a parent or guardian sign their application card.

Library members are required to provide timely notification of any changes of address, name and phone number, and present appropriate identification.

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## 9. Temporary Membership

Temporary membership is available to individuals residing in the area for short periods of time provided they are members of the library in their home community.

They will be required to fill out an application form and show appropriate identification, as in a normal application, including some of the following:

- driver's licence
- rates notice
- rental receipts
- health care card
- phone/electricity/gas bills.

Temporary members are able to borrow a maximum of five items at any one time. Temporary members are eligible to use the Internet and Word Processing facilities.

## 10. Lost Membership Cards

It is the responsibility of the library cardholder, or a parent or guardian to notify the library services if a card has been lost or stolen. If the library is not notified and material is borrowed on the card, the library cardholder is liable for the cost of that material.

Borrowers may leave their card on file at their local branch library if they wish.

## 11. Library Displays and Noticeboards

Community notices of a cultural, educational or charitable nature may be displayed on notice boards in the library.

Notices of a political, sectarian or profit seeking nature will not be displayed.

Display of material will be at the discretion of the Senior Co-ordinator Shire Libraries.

Promotional material will only be approved for display in each library as part of a specific display or exhibition, on the noticeboard or in the community display stands.

## 12. Community Use of Library Facilities

The Eurobodalla Shire Library Service supports events and activities that promote educational opportunities and community awareness and participation.

With the approval of the Senior Co-ordinator Shire Libraries, community groups and individuals may use library facilities on occasion, if the activity/event/information they are providing meets all these requirements:

- (a) does not interfere with the normal operation of the library
- (b) promotes an aspect the library service
- (c) promotes community identity and cohesiveness
- (d) is non-profit.

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### 13. Lending Policy

Library membership cards must be shown when borrowing material and using equipment. This includes word processors, CD-ROMs and the Internet.

- (a) There is a limit of twelve items per card.
- (b) Each loan is for a period of four weeks.
- (c) Each video loan is for a period of one week.

Library members can renew material once for a further four weeks, either in person or by phone (video DVD renewals of one week). Items that have been reserved by another library member can not be renewed and must be returned promptly.

Nonfiction material is limited to two books per family on the same subject. This ensures that project material and information is shared.

Reference resources are only for use in the library due to their cost and the importance of retaining a core ready reference collection at the library for all library members.

Photocopiers are available if library members wish to take information from Reference resources home. A small charge applies to all photocopying.\*

### 14. Overdue Material

Library members who have books and materials on loan will be able to extend their loan, provided the title has not been reserved by another borrower.

If a title becomes overdue and is not renewed or returned the library member's borrowing privileges will be withheld. The library member will be unable to borrow or use the Internet until the material has been returned.

If an item has been lost or damaged, the library member will be required to pay the cost of the item. The cost is calculated at the cost listed on the computer plus 25 percent. In addition, GST will be charged on the total.

### 15. Reservations

Reservations can be placed on all adult and junior lending material listed on the online computer catalogue, including material held at Shoalhaven City Library and Kiama Municipal Council.

There is a fee for this service\*

Reference material cannot be reserved.

However, if a Reference resource is located at one Eurobodalla library it may be borrowed by another Eurobodalla library for a designated period of time for study in the library.

Reference, Local History and audio-visual materials held at Shoalhaven City Library and Kiama Municipal Library are not for loan by residents of the Eurobodalla Shire and cannot be reserved.

A borrower's card must be produced when making a reservation.

The supply of reserved items is usually dependent on other borrowers returning the item on time. Therefore there is no guarantee that the item can be supplied.

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As the service fee goes towards the cost of locating the item, no refunds are available.

## 16. Interlibrary Loans

Interlibrary loans are available to all members. There is a fee for this service\*. This fee goes toward the cost of searching for the item and postage.

Wherever possible, library staff will endeavour to borrow material from libraries that do not impose an additional interlibrary loan fee.

Examples of non-fee charging libraries include the State Library of NSW and selected Sydney metropolitan libraries.

Staff will notify the library member of additional costs if material is only available at fee charging libraries. Additional 'fast track' fees may also be charged by these institutions if the item is required urgently.

If additional fees are to be charged, staff will gain permission from the library member before proceeding further with the request.

Examples of fee charging libraries include university libraries, the Australian National Library and specialist or government department libraries.

Any fees imposed by these institutions will be in addition to the fee set by Eurobodalla Shire Council.

## 17. Internet Guidelines

The Internet is offered as a free service at each library in the Shire. To use the Internet you must be a library member, or be able to demonstrate membership of a public library in your home community.

### Internet bookings

- (a) Bookings are essential
  - these are made by phoning the library, or in person at the library desk.
- (b) Internet bookings are for a maximum of one hour per day per person
  - maximum of two hours per week
  - additional bookings may be available at the discretion of library staff depending on demand.
- (c) If users are ten minutes late for a booking, and have not notified the library of their delay, the booking will be lost.
  - another user will then be allowed to take the booking.
- (d) Users must produce their Eurobodalla library card, or a library card from their home community, at the beginning of each booked session.
- (e) If there is downtime with access to the Internet or e-mail, the booking time cannot be extended as the situation is out of the control of library staff.

### Printing and downloading from the Internet

Printing and downloading must be completed within the booked time.

A fee, equivalent to the cost of an A4 photocopy, will be charged for all printing\* Users will be required to pay for all pages printed. This includes duplicate pages and pages printed in error.

Users are not allowed to download data onto the hard drive. All downloading must be to a new, unused disk. Disks that have been used on other PCs may contain viruses and are therefore not to be used on public access Council

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computer equipment. New disks can either be purchased from the library desk for a small fee\* or brought to the library (still in its wrapper). These disks can then be stored at the library for future use.

The Library e-mail address is not available. Users must set up their own e-mail address, for example, with Hotmail or Yahoo.

A maximum of two people sitting at each computer at any one time is allowed unless the booking is for a school or community group.

Users can only access the Internet via the library network, via the desktop on each PC. Users are not permitted to plug in laptops, unplug existing PCs and replace them with their own, access the library internet via PC ports or plug into the telephone system. Any person found to be undertaking such activities will be asked to leave the facility immediately.

#### Legal provisions and Internet use

The library service has no control over the information available via the Internet, and therefore cannot be held responsible for its content and use. The library service cannot be held responsible for any illegal material which might be transmitted or accessed through the Internet.

Users must not use public library Internet access to transmit or receive material and/or statements that are:

- illegal or fraudulent
- slandorous, libellous and /or defamatory
- abusive and/or threatening violence
- incitement to break the law
- harassment based on sex, race, disability
- anonymous or repeated messages designed to annoy, threaten, abuse or torment.

Public libraries have no liability or responsibility resulting from copyright infringement by users.

Users are asked to be sensitive to other users when displaying potentially controversial or offensive material or images on computer screens located in public areas.

#### 18. Guidelines for Junior Internet Users

Parents and guardians must be responsible for their children's access to library resources including online information.

Junior library members (under the age of 16) must have a signed parental consent form before they can have access to the Internet. Permission forms are available at each library and must be completed by a parent/guardian (and include contact phone numbers for that person). The completed form will then be kept at the Library.

If you are under 16 you will not be allowed to use the library computers during school hours. School hours are: Monday to Friday - 9am to 3pm..

If you state that you are over 16 you may be required to provide identification that shows proof of age (for example, a birth certificate) before you can use the Internet.

Junior users will be made aware of the following guidelines for Internet use:

- (a) I will not give out personal information such as my address/telephone number, or the name and location of my school without my parents' permission.

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- (b) I will tell my parents right away if I come across any information that makes me feel uncomfortable.
- (c) I will never agree to get together with someone I 'meet' online without first checking with my parents.
- (d) I will never send a person a picture or anything else without first checking with my parents.
- (e) I will not respond to any messages that are mean or in any way make me feel uncomfortable. It is not my fault if I get a message like that. If I do I will tell my parents right away so that they can contact the online service.

Copies of these guidelines will be placed near each Internet PC.

## 19. Donations

Donations of books and magazines from community members are accepted by the Library service. A letter of acknowledgment will be forwarded upon request.

Donated material will be located at a specified library whenever possible. However, where there is duplication of material, the second copy will be forwarded to another Eurobodalla town library. These are located at Moruya, Narooma and Batemans Bay.

If donated items are considered unsuitable for the library collection due to age, condition or currency, these items will be placed on the library sale table.

All funds raised from the sale table go towards the running of the library service.

## 20. Appendix A

### *Australian Library and Information Association Statement on Freedom to Read*

The Australian Library and Information Association, believing that freedom can be protected in a democratic society only if its citizens have access to information and ideas through books and other sources of information, affirms the following principles as basic and distinctive of the obligations and responsibilities of the librarian:

- (a) A primary purpose of a library service is to provide information through books and other media on all matters, which are appropriate to the library concerned.
- (b) A librarian must protect the essential confidential relationship, which exists between a library user and the library.
- (c) The functions of the librarian include: to promote the use of materials in the librarian's care; to ensure that all the resources of the library are adequate to its purpose; to obtain additional information from outside sources to meet the needs of readers; to cater for interest in all relevant facets of a controversial nature; but neither to promote nor suppress particular ideas and beliefs.
- (d) A librarian, while recognising that powers of censorship exist and are legally vested in state and federal governments, should resist attempts by individuals or organised groups within the community to determine what library materials should, or should not, be available to the users of the library.
- (e) A librarian should not exercise censorship in the selection of materials by rejecting on moral, political, racial or religious grounds alone material which is otherwise relevant to the purpose of the library and meets the standards, such as historical importance, intellectual integrity, effectiveness of expression or accuracy, effectiveness of expression or accuracy of information, which are required by the library concerned. Material should not be rejected on the grounds that its content is controversial or likely to offend some sections of the library's community.
- (f) A librarian should uphold the right of all Australian's to have access to library services and materials and should not discriminate against users on the grounds of age, sex, race, religion, national origin, disability, economic condition, individual lifestyle or political or social views.

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- (g) A librarian must obey the laws relating to books and libraries, but if the laws or their administration conflict with the principles put forward in this Statement, the librarian should be free to move for the amendment of these laws.

Adopted 1971; Amended 1979, 1985.

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