

SECTION 5

**LIBRARY**

**1.    RESPONSIBILITIES OF COUNCIL**

- 1.1 To have primary responsibility for the funding of the Great Lakes Library Service (there being a shared responsibility with State Government).
- 1.2 In compliance with Section 10 of the NSW Library Act (1939) all public library lending and reference services are to be provided to residents of the local community impartially, free of any membership or borrowing charges or any form of discrimination.
- 1.3 To assess, review and adopt the annual budget and long range financial plan prepared by the Manager Library Services in consultation with the appropriate Council staff.
- 1.4 To communicate with appropriate Federal and State Government officials on an on-going basis to seek funds for the continued development of the Library service. To investigate other sources of funds and possible revenue raising activities.
- 1.5 To appoint a Manager Library Services who is experienced in management and who has qualifications approved by the Australian Library and Information Association.
- 1.6 To ensure library buildings and service points meet the minimum requirements for the State, including those for health, building and safety regulations.
- 1.7 To assess, review and adopt the written library policies developed by the Manager Library Services.

**2.    OVERVIEW: Aims and Objectives**

- 2.1 Great Lakes Council shall aim to provide a library service across the Local Government Area.
- 2.2 This to be provided via the operation of the Central Library at Forster, along with the functions of branch libraries and service points in outlying parts of the area.
- 2.3 Membership and borrowing of library materials shall be free of charge.
- 2.4 Membership cards shall be valid for use at any of the libraries which make up the Council library service.
- 2.5 The complete lending stock of the Great Lakes Library Service shall be available for loan via any Branch or service point. This may be achieved through normal reservation processes.
- 2.6 Loan periods, Library operations, charges and fees shall be uniform throughout the service points of the Council library service.

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Services

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- 2.7 The administration of the library policy shall be the responsibility of the Manager Library Services and other staff as delegated.

### **3 THE FUNCTION OF THE GREAT LAKES LIBRARY SERVICE**

- 3.1 To acquire, preserve and make available book and related library materials in organised collections.
- 3.2 To provide resources on a wide range of subjects to meet the information, education and recreation needs of the community.
- 3.3 To be a general centre of reliable information in the community it serves through the provision of freely available library materials, which should constitute a balanced selection of material.
- 3.4 To reflect a spectrum of viewpoints on all issues that are classed as controversial.
- 3.5 To provide the opportunity and encouragement for children, young people and adults to educate themselves continuously.
- 3.6 To provide the opportunity to develop powers of aesthetic appreciation and creative skills in the fields of fine arts and literature.
- 3.7 To provide collections and facilities that assist users to use the library for recreational interests.
- 3.8 To provide library users with an area where they can relax, feel safe and participate in appropriate social interaction.
- 3.9 To support non-profit events and organisations that encourage reading and library use in the community.
- 3.10 To provide material in differing formats to cater for a wide range of reading ability.
- 3.11 To provide access to the Internet free of charge and to seek, as much as is possible, to provide online access to the collection and a range of library services.

### **4 AFFILIATION OF COMMUNITY LIBRARIES TO THE GREAT LAKES LIBRARY**

- 4.1 The governing body of the community library shall request affiliation in writing.
- 4.2 Should the Great Lakes Council accept a request for affiliation, the community library's governing body shall be requested to enter into an agreement with Council, and to accept Council's Library Service Policy and conditions.
- 4.3 The community library shall recognise the overall administration of Library policy is the responsibility of the Manager Library Services, who will liaise and co-ordinate library entry into the Council Library Service.
- 4.4 The Great Lakes Library will provide regular issues of fresh bookstock to the outlying service points. This stock will remain the property of the Great Lakes Library (Council).

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4.5 The purchase, cataloguing and processing of library materials for the Library Service shall take place at the Central Library in Forster.

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- 4.6 The basis of the provision of new library materials to these libraries is that a balanced quantity of shelf-ready books be transferred in and out of that location.
- 4.7 Should staffing of these service points be deemed to be by volunteers then staffing would continue to be the responsibility of the local community. The Manager Library Services to assist by the provision of staff procedures manual, periodic staff training sessions, and other means.
- 4.8 Staffing of all service points will be reviewed regularly and reported to Council.

## **5      USE OF THE LIBRARY**

- 5.1 During the designated periods of library opening any person shall be free to use the library's collections within the public access areas.
- 5.2 This is subject to each individual obeying the rules of the library and maintaining good conduct.

## **6      LIBRARY RULES AND REGULATIONS GOVERNING LIBRARY USE**

- 6.1 No smoking is permitted within the library.
- 6.2 No dogs or other animals may be brought into the library except with the approval of the Manager Library Services or the senior person on duty.
- 6.3 The Manager Library Services (or senior person on duty) has the authority to ask people to leave the library if they are creating a disturbance or interfering with the operation of the library.
- 6.4 The Manager Library Services (or senior person on duty) has the authority to withhold borrowing privileges from individuals who have overdue items or outstanding charges past a reasonable point as determined by the Manager Library Services or senior person on duty).
- 6.5 No item of library material shall be removed, or attempted to be removed, from the building without having been loaned in the proper manner by the library staff. Failure to do so may be regarded as theft, with Council reserving the right to prosecute offenders.
- 6.6 Each individual using the library is required to maintain their personal conduct and noise levels within the standards deemed acceptable by the Manager Library Services (or senior person on duty). Special conditions regarding the use of the Internet are addressed in the "Computer and Internet Use- Library" Policy
- 6.7 A person must not write in or on or mark or cause any damage to any library material.
- 6.8 A library staff member may direct any person to leave the library, and not re-enter the library for such period as the staff member directs, if the staff member is of the opinion that the person has a) contravened any provisions in this Policy b) the person's conduct, dress or manner, is likely to give offence to any person in the library or to interfere with any person's use of the library. The taking of such offence can apply to library staff as well as members of the public. This provision is quoted directly from the NSW State Government Library Regulation (2000).
- 6.9 Users are requested not to leave bags unattended on the library premises for security reasons.

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**7 LOAN OF LIBRARY MATERIALS**

- 7.1 Books and other materials designated as reference stock (marked "reference" and "not for loan") shall not be removed from the Library.
- 7.2 Library materials shall only be loaned to persons bearing a valid library card for the Great Lakes Library Service. This provision may be waived by library staff where it is deemed appropriate.

- 7.3 There shall be no charge for the loan of library materials.
- 7.4 The maximum number of items that may be borrowed at any one time and the loan period are to be determined by the Manager Library Services. This information shall be clearly displayed within the library.

## **8 LIBRARY MEMBERSHIP**

- 8.1 Library membership shall be granted to people who meet library membership requirements.
- 8.2 A library card shall be issued which grants the cardholder borrowing rights from all libraries that are part of the Great Lakes Library Service.
- 8.3 There shall be no charge for normal library membership.
- 8.4 Personal information provided to the library to secure membership will remain confidential and will not be disclosed to any third party, except with the express permission of the individual who has provided the information.

## **9. LIBRARY MEMBERSHIP REQUIREMENTS**

- 9.1 A person wishing to join the Library shall complete and sign an application for membership, undertaking to obey the rules of the Library and to pay any charges or fees incurred.
- 9.2 Suitable confirmation of name and current residential address must be shown.
- 9.3 Junior membership will be given to people under the age of 16 years.
- 9.4 Application forms for juniors will require the signature of parent or guardian, granting permission to borrow from the Library and taking responsibility for any charges or fees incurred by the cardholder.
- 9.5 Upon meeting normal library membership requirements, people within the following categories should be granted library membership.
- a) Ratepayers and permanent residents of the area.
  - b) Junior residents with parent or guardian permission.
  - c) People working on a regular basis within the area.
  - d) Residents from neighbouring local government areas.
  - e) Visitors (reciprocal) (see point 9.6).
- 9.6 Visitors bearing current library cards from their home local government area may use those cards to gain membership of the Great Lakes Library Service.

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**POLICY      LIBRARY (Cont)**

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- 9.7 Individuals who are not able to meet library membership requirements may be offered either temporary or probationary membership.
- 9.8 Temporary Membership involves a cash deposit plus a small service charge is paid in exchange for a library card.
- 9.9 People issued with temporary membership cards may borrow up to four items. The temporary card may be handed in and the deposit refunded at any time the library is open, provided there are no items or charges outstanding.
- 9.10 The amount required as deposit for temporary membership and service charge shall be as set in the annual statement of library charges and fees.
- 9.11 Temporary library membership may be offered to visitors to the area without reciprocal borrowing privilege.
- 9.12 Probationary membership does not attract a fee.
- 9.13 Probationary members are limited to 4 items per card and membership is limited to a six month duration.
- 9.14 Probationary membership applies to individuals seeking membership in the library that fall into the following categories:
- a) People living within the area in accommodation of a transitory nature; hotels, motels, caravan parks, etc.
  - b) People unable to furnish suitable confirmation of name and residential address.
- 9.16 Probationary membership has a duration of six months, after which time confirmation of address and/or residency status is required.
- 9.17 Institutional membership shall be available to organisations situated within the area at the discretion of the Manager Library Services.
- 9.18 A library card shall be issued under the name of the institution on the proviso that the person applying can provide adequate proof of authority from the organisation to do so and proof of their own address. The person applying for the card will take full responsibility for the material borrowed.
- 9.19 Special conditions may extend to institutional membership.
- 9.20 Responsibility for the use of the membership card lies with the institution.
- 9.21 The Manager Library Services (and nominated staff) has the right to refuse library membership, suspend borrowing privileges or cancel library membership where such action is in the best interest of the library service.
- 9.22 Council reserves the right to take legal action to recover the outstanding items or fees.

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## **POLICY LIBRARY (Cont)**

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### **10 PRINCIPLES OF COLLECTIONS AND ACCESS**

- 10.1 A primary objective of the Great Lakes Council is the provision of free and equal access to library services and materials, plus information of all kinds.
- 10.2 In stating the above (10.1) Council accepts the principles contained in the Australian Library and Information Association (ALIA) statements on 'Public Libraries', 'Free Library Services for All' and 'Freedom to Read' included as appendix No. 1.

### **11 SELECTION OF LIBRARY MATERIALS AND CENSORSHIP**

- 11.1 Responsibility for materials selection shall rest with the Manager Library Services and other Library Staff as directed. Selection of materials is covered by the Library's Collection Development Strategy.
- 11.2 A publication that has not been subjected to legal prohibition should not be excluded from a library on moral, political, racial or religious grounds alone, whatever pressure may be brought to bear by individuals or groups.
- 11.3 Selection should be undertaken by professional librarians who have specialised knowledge of collection strengths and of community needs as expressed by library users.
- 11.4 Donations of books and other library materials may be accepted from the public. However, no obligation is undertaken to place the books into library stock, and they are accepted with the explicit understanding that they may be utilised in any way determined by the Manager Library Services.
- 11.5 Withdrawal of library material is covered by the Collection Development Strategy.
- 11.6 The disposal of withdrawn books shall be at the discretion of the Manager Library Services or their delegate.
- 11.7 Stocktaking of resources is to be conducted regularly to maintain the integrity of the library collection and catalogue.

### **12 REFERENCE COLLECTION**

- 12.1 The Great Lakes Library shall maintain a reference collection. This shall consist of all types of standard ready-reference material. The section of material for the Reference collection should be aimed at supplementing lending resources but it is recognised that in the case of expensive publications, the library's only copy may be located in the Reference collection. Provision should also be made for items considered difficult to replace to be included in the reference collection.
- 12.2 Items held within the Reference collection are not for loan.

### **13 PROVISION OF LIBRARY SERVICES**

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13.1 Council following consultation with the Manager Library Services shall resolve the library hours of opening. The hours of library operation shall be reviewed periodically.

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- 13.2 All library services and resources will be made available during hours of opening.
- 13.3 A Reference service shall be supplied as far as resources are available to any person, regardless of place of residence.
- 13.4 If a published item is not held in the library's collection and a request fee is paid, where appropriate, then the staff of the Great Lakes Library Service shall attempt to acquire that item by either purchase, or by inter-library loan request.
- 13.5 The library shall provide a fee-for-service reservation request service.
- 13.6 The library shall provide a fee-for-service inter-library loan request service.
- 13.7 The library shall offer free access to basic Internet services.
- 13.8 The library shall provide an information service to all elected representatives, Departments of Council, and their officers, encouraging this overall use of the library by elected representatives and staff as an efficient and effective way of gaining information.
- 13.9 The library shall attempt to provide information resources to individuals and groups with special needs.
- 13.10 The library shall provide a Home library service. The type and operation of the housebound library service shall be at the discretion of the Manager Library Services. The service shall aim to provide an effective and regular library service comprising of a wide range of library materials to residents of the area who are permanently or temporarily unable to visit the library personally due to being housebound. At the Manager Library Services discretion, a doctor's certificate may be requested from prospective members of the home service.
- 13.11 The library provides public access to photocopying facilities on the proviso that the requirements of the Federal Copyright Act (1968) and associated legislation are adhered to.

#### **14 LIBRARY CO-OPERATION**

- 14.1 The Great Lakes Library Service shall act as a part of the network of library and information resources. The Manager Library Services shall strive to achieve this at a local, state, and national level.
- 14.2 Where possible the library shall participate in co-operative schemes with other libraries and information agencies.
- 14.3 It is recognised that the Library Council of New South Wales plays a central in the development of library policy and practice throughout New South Wales. The library acknowledges this and will seek to incorporate this direction into its service in a fashion that is most appropriate for its users.

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- 14.4 The Library will play an activity part in the Country Public Library Association (CPLA) and will endeavour to attend, along with the appropriate Council delegate all relevant meetings of the Northeast Zone of the CPLA.
- 14.5 That the library will hold membership in Public Libraries Australia (PLA) whilst ever that organisation effectively represents the interests of the Great Lakes Library Service.

**15    CHARGES AND FEES**

- 15.1    The Great Lakes Library Service shall establish and maintain a scale of charges and fees. These shall be set by Council and reviewed annually.
- 15.2    It is accepted that the provision of certain library services shall attract a fee. It is also accepted that charges will be incurred under certain circumstances. The Manager Library Services and library staff are empowered to collect these fees and charges, or to waive them, where appropriate.
- 15.3    Under no circumstances shall a charge or fee be made for normal library membership or the borrowing of library materials.
- 15.3    The scale of charges and fees is to be available within the Library for consultation by members of the public. The level of fees and charges such comply with the conditions of the Library Act (1939) and subsequent reulations.
- 15.4    Lost items that have been paid for by the individual that are subsequently found will remain the property of that individual and there will be no reimbursement of the fee charged, unless with the specific authorisation of the Manager Library Services.

**16    OVERDUE NOTICES**

- 16.1    It is the responsibility of Library users to return items by the due date. The library will inform users when an item is sufficiently overdue. Charges will be applied for overdue items, though these may be waived at the discretion of the Manager Library Services or delegated staff.
- 16.2    .

**17    LOCAL HISTORY**

- 17.1    The Manager Library Services or an appropriately delegated staff membershall:
- a)      Ensure that information about the history of the community is collected in a variety of formats and made accessible to interested people.
  - b)      Co-operate with other local groups to develop and organise the local history collection of information and materials.
- 17.2    The Library shall aim to collect, organise and preserve the history of social, political, cultural and economic life of the area. This shall take place in as much as this material occurs in established library collection form, and staff resources are available.

**18      PUBLIC NOTICE BOARDS**

- 18.1 Notices of a cultural, educational or charitable nature may be displayed within the library only at the discretion of and with the permission of the Manager Library Services or Senior staff member. Generally, notices of a sectarian or profit seeking nature will not be displayed.

**19      STATISTICS**

- 19.1 The Manager Library Services shall maintain accurate statistics concerning number of loans, members joined, total stock, etc., along with details of numbers of items added/deleted.

**20      THE LIBRARY COMMITTEE**

- 20.1 Council has the power to delegate a number of elected representatives to form a Library Committee.
- 20.2 The Library Committee provides a closer link between Council and the Library. It can offer the Manager Library Services advice on how actions and services within the Library are and/or will be perceived by the full Council of elected representatives.
- 20.3 The Manager Library Services will have the opportunity to submit reports to the Library Committee seeking their endorsement for the matters contained therein.
- 20.4 The Library Committee has no delegated authority to pass resolutions on behalf of the full Council of elected representatives. Decisions made by the Library Committee will be forwarded to the full Council of elected representatives for ratification.
- 20.5 The Library Committee can direct the Manager Library Services to report on whatever matters it deems appropriate, in the interests of enhancing the library service.
- 20.6 The Manager Library Services will act as adviser to the Library Committee and is responsible for the production of an agenda, the provision of reports to the Committee and the recording of the minutes of the Committee.
- 20.7 The Library Committee will meet on a regular basis, with a suggested frequency of quarterly meetings.
- 20.8 A quorum of the Committee will be defined as half of its members plus one.
- 20.9 The Library Committee will elect a Chairperson and Deputy Chairperson from its members. This election process will be undertaken on an annual basis.
- 20.10 Whilst ever the Library Committee is in operation the Manager Library Services will inform this Committee of activities and events of significance occurring with the library.

**21      THE FRIENDS OF THE GREAT LAKES LIBRARY SERVICE**

- 21.1 The aims of the Friends of Great Lakes Library Service (FOGLLS) are:

- (a) to provide community-based support for the functions and services of the library;
- (b) to make the library's services known throughout the community and promote community involvement;
- (c) to initiate and assist with library related projects;
- (d) to provide the library with information on community needs for library services;
- (e) to affiliate or associate with any other organisations having similar objectives.

21.2 Recognising the important role that a Friends of the Library group can play in promoting the library service, conducting events that contribute to literary appreciation in the community and providing much needed financial support, the library fully supports the operation of FOGLLS.

21.3 Management of FOGLLS is the responsibility of its members. The library will not become involved in this process unless a conflict between the objectives of the library and the objectives of FOGLLS arises.

21.4 The role of FOGLLS is to provide support for the library in the wider community. Whilst the group is welcome to make suggestions to the Manager Library Services there is no role for the group in the management of the library.

21.5 The library willingly accepts offers of support from FOGLLS wherever it enhances the service the library provides to the community. Conversely the library will readily support FOGLLS in any of its endeavours, wherever suitable.

21.6 The President of FOGLLS, or their nominated delegate will be invited to be in attendance at Library Committee meetings.

## **22 REPORTING**

22.1 The Manager Library Services shall report detailed information on the library service and the objectives that it is pursuing to the Great Lakes Council Management Plan.

22.2 The Manager Library Services will provide the Library Committee with information on all significant events and changes that occur within the library service.

22.3 The Manager Library Services will provide the State Library of New South Wales with an annual report containing detailed statistical information on the library service.

## **23 CHILDREN AND THE LIBRARY**

23.1 The library is committed to serving the information and recreation needs of young people. The Library strives to provide a welcoming environment, and provides targeted resources and programs to meet the needs of young people.

23.2 The library's services to young people include: 1) fiction, nonfiction and recreational books 2) magazines 3) electronic games 4) CDs 5) videos 6) Internet/pc access 7) assistance from specialist and general staff in accessing collections and information 8) homework help 9) DVDs 10) pre-school storytime 11) space for activities or study.

23.3 The library exercises no limitation on access to publications classified *Unrestricted* under the *Classification (Publications, Films and Computer Games) Act 1995*.

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23.4 The Library has no censorship role in its choice of the library resources that form the collection.

23.5 Parents/carers are responsible for monitoring their child's selection and use of library resources. The library encourages parents/carers to set their own family rules in consultation with their child.

23.6 The Library promotes and supports public access to information. Library staff are available to assist users in the use of the Internet, and to recommend websites on particular subjects. A number of appropriate websites have been selected for inclusion in the Library's electronic collections.

23.7 Parents/carers are responsible for their child's use of the Internet, in line with the Library's Internet policy.

Appendix 1

## **ALIA statement on public library services**

Each member of the Australian community has an equal right to public library and information services regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.

A public library services its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in any format in order to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

Public libraries have an important role in the development and maintenance of a democratic society by giving individuals access to a wide and varied range of information, ideas and opinions.

Public libraries serve as a first point of access for information for the general public and for the public's access to the national system of library and information services.

The satisfaction of a person's information needs must be independent of an ability to pay.

Local, state/territory and Commonwealth governments have an obligation to provide public library services to all members of the library's clientele without direct charge to the user.

Australians resident in rural, regional and remote areas should have access to the library and information services they require at a level comparable to that available to Australians who reside in metropolitan areas.

The Australian Library and Information Association believes that public library services have particular responsibilities to monitor and respond to the changing demographic characteristics and trends of their communities, to consult with their communities and to meet information, learning and recreational needs of an increasingly diverse society. Public library services should ensure that they have policies in place to respond to and meet relevant legislative requirements.

**Adopted 2004**

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## **ALIA Statement on free access to information**

1.

There are several different levels at which the free flow of ideas can be impeded. At the societal level, legislative bodies of all kinds are expected to consider the legal and regulatory frameworks they put in place to support the free flow of information and ideas about the interests and concerns of citizens. At the institutional level, library and information services are expected to encourage the free flow of information and ideas within the scope of their roles and responsibilities. At the individual level, citizens are expected to make informed decisions in exercising their rights and responsibilities.

The Australian Library and Information Association believes that library and information services have particular responsibilities in supporting and sustaining the free flow of information and ideas including:

1. asserting the equal and equitable rights of citizens to information regardless of age, race, gender, religion, disability, cultural identity, language, socioeconomic status, lifestyle choice, political allegiance or social viewpoint;

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2. adopting an inclusive approach in developing and implementing policies regarding access to information and ideas that are relevant to the library and information service concerned, irrespective of the controversial nature of the information or ideas;
  3. ensuring that their users have access to information from a variety of sources and agencies to meet their needs and that a citizen's information needs are met independently of location and an ability to pay;
  4. catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;
  5. protecting the confidential relationships that exist between the library and information service and its users;
  6. resisting attempts by individuals or groups within their communities to restrict access to information and ideas while at the same time recognising that powers of censorship are legally vested in state and federal governments;
  7. observing laws and regulations governing access to information and ideas but working towards the amendment of those laws and regulations which inhibit library and information services in meeting the obligations and responsibilities outlined in this Statement.

**Adopted 2001**