



1.0 Purpose

The Library Services Policy (Policy) details the framework for Canterbury-Bankstown Council's (Council) provision of library services to the community, residents and patrons within the Canterbury-Bankstown Local Government Area (LGA). Council is committed to providing a library service which communicates ideas, experiences and information necessary for the progress and prosperity of the community.

2.0 Scope

This Policy applies to members of the public, including team members, who are patrons of Council's library services.

3.0 Terms and Definitions

In this Policy the terms below have the following meanings.

Term	Definition
Adult	A person aged 18 years and over.
Aged	A person aged 65 years and over.
Child	A person aged 11 years and under.
Digital Marketing	The process of using digital channels to communicate and promote library programs, events, services, resources and collections.
Disability	Any condition of the body or mind that makes it more difficult for the person with the condition to undertake certain activities and interact with the world around them.
eResources	Resources and publications that are available in an electronic format or online.
Member	A person who has obtained library membership after providing requested personal information and agreeing to adhere to Library Rules and Regulations.
Patron	A visitor to or a user of any of Council's library branches.
Team Member	A permanent or temporary term, full time or part time employee of Council, and includes a person appointed to a position with Council under a contract of employment.
Unattended Child	A person under the age of 12 years who is not under the immediate supervision of an adult person.
Young Person	A person who is aged between 12 and 17 years.



4.0 Policy Statement

Council is committed to providing the community with free and equitable access to information in accordance with the *Library Act 1939* (NSW) and the *Library Regulation 2018* (NSW). Council recognises the essential service that libraries provide the community and patrons. As such, they are entitled to:

- A welcoming, comfortable, functional environment that caters for all lifestyles and diverse uses;
- Access to opportunities for lifelong learning, personal development and cultural enrichment;
- Access up-to-date technologies, free internet connectivity and informed online content;
- Access to well-managed dynamic print and online collections that are responsive to community needs;
- Assistance by knowledgeable and helpful team members.

This Policy is aligned to the Safe and Strong destination of the CBCity 2036 Community Strategic Plan.

5.0 Policy Criteria

The following criteria underpin the provision of library services by Council:

5.1. Membership and borrowing

Membership of the Canterbury-Bankstown Library Service (the Library) is free and entitles members to borrow items and access library services and facilities. Applications for membership can be made online or in person upon presentation of relevant identification that provides the applicant's name and current address. Persons 16 years and over, who have individually joined as a library member, are given an Adult category in the library management system.

Personal information required on the membership application is subject to the *Privacy and Personal Information Protection Act 1998* (NSW) and the *Health Records and Information Privacy Act 2002* (NSW). Further information on library membership is available on Council's website or at any library branch.

5.2. Collection development and management

The Library has a role as an unbiased source of information and ideas which reflect the full spectrum of community viewpoints. Selection of items for both physical and online collections are primarily carried out using selection profiles, developed following extensive analysis of community profiles and collection usage, and implemented by external library suppliers.

The Library provides free access to comprehensive and balanced collections that represent the cultural, educational, informational, technological and recreational needs of the community, as far as budget, space and availability of materials allow.

An increase in usage of online resources reflects the new ways in which the community learns, works, manages their time, and accesses information. Online formats are the preferred way to deliver up-to-date reference information.

All libraries have a variety of items in different formats for loan and in-house use, including:



- Print items, e.g. books, graphic novels, higher school certificate study guides, magazines, newspapers;
- Audio visual items, e.g. DVDs, CDs, MP3;
- Local History, e.g. maps, oral history recordings, photographs, archival material;
- Family History, e.g. books, shipping records, maps and databases, baptism and death records;
- Literacy books and audio.

Online resources include:

- eAudiobooks;
- eBooks;
- eComics;
- eMagazines;
- Movies;
- online databases.

5.2.1. Restricted material

Council has a duty to provide information covering a range of opinions on controversial subjects. The Library excludes items that promote hatred, vilification or degradation of members of the community, or are overtly supportive of intolerant ideologies, persons or organisations.

Items will not be rejected or removed from the Library collection solely on the basis of disapproval, or because of concern that children may access materials intended for adult use. Material not suitable for children (e.g. MA15+ and Restricted DVDs) will be labelled and shelved appropriately in the adult collection.

Council may choose to control the use of any resources in its libraries to protect items deemed susceptible to theft or damage including limiting an item loan period to ensure efficient use of resources by patrons.

5.2.2. Requests for items not contained in the library collection

Council participates in co-operative resource sharing schemes with other libraries within Australia. A request for an item not held in the library collection can be made at any local library location.

The requested item will be considered for purchase for inclusion in the library collection. If the item is out of print and/or not in accordance with the library collection development and management principles, then the library will borrow, where possible, on Inter Library Loan, the requested item.

Applicable charges are outlined in Council's Schedule of Fees and Charges.

5.2.3 Library donations, monetary contributions and bequests

Donated items must be in excellent condition and suitable for inclusion in the collection. Donations will only be accepted if the donor has discussed the donation with relevant library team members prior to delivery of the item(s).



Monetary contributions or bequests are welcome and can be made by arrangement with the Manager Community and Cultural Services. Further information regarding donation criteria and conditions on contributions and bequests can be requested at any library branch.

5.2.4 Damaged, lost or stolen items

Library items that are damaged, lost or stolen will be subject to charges as outlined in Council's Schedule of Fees and Charges. Membership privileges may be suspended until items are returned or charges are paid in full.

Charges may be reduced or waived in extenuating circumstances, at the discretion of the Manager Community and Cultural Services, where patrons are victims of:

- Misadventure such as flood, fire or accident
- A criminal act where items are damaged or stolen
- Financial hardship

Patrons applying for reduced or waived charges must provide adequate documentation to support their claim.

Further information on collection development and management is available at any library branch.

5.3 Access to facilities

Council is committed to providing the community with a welcoming, comfortable, accessible and safe environment in which to learn, read and engage with the library's collection and programs. Selected library branches contain spaces for exhibitions and meetings and must be booked prior to use.

Access to facilities is generally only available during normal library open hours and will be subject to terms and conditions, and in certain circumstances, applicable fees and charges as outlined in Council's Schedule of Fees and Charges.

5.3.1 Hiring of Council library facilities

Hiring of Council library facilities such as meeting rooms are subject to terms and conditions, and applicable fees and charges as outlined in Council's Schedule of Fees and Charges. Library and Council activities will generally have first preference over the use of the meeting rooms, and priority will then be given to local community groups whose activities are compatible with and complementary to the library's roles and objectives. For further information the relevant library branch should be contacted.

A casual hirer (not being a sporting body, club, association, corporation or incorporated body) who hires Council's facilities for non-commercial or non-profit making purposes for less than twelve (12) times per annum, will be covered by Council's Casual Hirer's insurance policy.

Non casual hirers (including sporting clubs, commercial enterprise or incorporated bodies) use the facilities at their own risk and must provide Council with a minimum of \$20,000,000 Public Liability Insurance cover. This Policy must name Council as the co-insured. Hirers must forward a current certificate of currency with their Meeting Room Application form.



5.4 Information systems and equipment

All library branches are equipped with wireless internet (Wi-Fi), public use computers, printing, photocopying and scan to email services. Use of library computers is free of charge but is subject to bookings and terms and conditions of use. Print, photocopy and scan services are subject to copyright conditions under the *Copyright Act 1968* (Cth) and applicable charges as outlined in Council's Schedule of Fees and Charges.

5.4.1 Acceptable use of information systems and equipment

It is the responsibility of patrons to use library information systems and equipment in a respectful and appropriate manner.

Patrons whose conduct or manner is likely to give offence to any person in the Library, including accessing website(s) that could reasonably be considered offensive, may be directed to leave in accordance with the *Library Regulation 2018* (NSW). Where patrons are found in repeated breach of the *Copyright Act 1968* (Cth), their access to Library services, information systems and equipment may be terminated in accordance with the *Copyright Amendment (Service Providers) Act 2018* (Cth).

5.4.2 Use of library computers by patrons under the age of 12 years

Library members under the age of 12 must always be accompanied by an adult while using the public computers. Access to the public computers for Library members between 12 and 16 years is the responsibility of the parent or legal guardian. Acceptance of the Terms and Conditions assumes these children have the permission of their parent/guardian to access public computers.

5.4.3 Security using the library's internet, Wi-Fi and computer network

Library patrons must be aware that the security of data and networks cannot be guaranteed when using public computers or Wi-Fi.

Council does not assume responsibility for any loss of data, damage, funds or identity theft that may result from use of public computers or Wi-Fi in the Library.

Illegal acts involving Library computer use may also subject a user to prosecution by local, state, or federal authorities. Where there is reasonable suspicion of illegal activity, Council may be under obligation to provide information to legal authorities.

5.4.4 Restricted use of library computers

Library members who have outstanding charges, overdue items or other library infringements on their membership record will not be permitted access to public computers until their infringement is cleared.

5.5 Children and young people

Council is committed to the safety and well-being of children and seeks to provide children and young people who frequently use or visit Council's libraries with a safe, child friendly environment in which to learn, develop and engage with the library's collection and resources. Library team members who are engaged in child-related work are expected to hold a valid Working with Children Check Clearance, as per the *Child Protection (Working with Children) Regulation 2013* (NSW).



Parents and guardians are reminded of their responsibility in supervising their child(ren) at all times, and to be mindful of access to restricted materials. Library collections are available to all members with the exception of MA15+ and Restricted DVDs.

Library team members do not monitor or control content accessed through the internet. It is the responsibility of the parent(s) and/or guardian(s) to monitor their child(ren)'s use of the internet. The role of library team members is to guide and assist children and young people in using and locating resources, not to supervise children.

Library patrons, including children and young people, who disturb other library patrons may be directed to leave the library as per *the Library Regulation 2018* (NSW).

5.5.1 Unattended children

Council's Child Safe Policies and Procedures aim to keep children safe at all times, such as staff being alert to children at risk of harm and taking appropriate action to ensure child safety and wellbeing. Parent(s) and/or guardian(s) who leave a child(ren) under the age of 12 years unattended in a public library are exposing their child(ren) to potential risk and/or harm. Subsequently, parent(s) and/or guardian(s) may themselves be committing an offence under the *Children and Young Persons (Care and Protection) Act 1998* (NSW) and may be reported to the Department of Communities and Justice and/or the local Police.

5.6 Aged and disability services

Council endeavours to make its library services and materials accessible for aged persons and those with a disability by providing a range of alternative formats in the library's core collection. This includes large print books, slow speed audio kits, assistive technology equipment and modified facilities to allow easier access and mobility at any library branch.

Library members who reside within the LGA and are unable to access their local library due to illness, ability impairment or have a genuine difficulty may be eligible for use of the Home Library Service. Alternatively, Council offers a Library Bus Service. Information for both the Home Library and Library Bus Service is available on Council's website or at any library branch.

5.7 Multicultural services and community languages

Council is committed to recognising and supporting the cultural diversity of its community. The library's multicultural collection includes a variety of culturally and linguistically diverse items in various languages spoken within the LGA for members to access or borrow.

5.8 Digital marketing

The Library strategically uses various digital channels to promote library programs, events, services, resources and collections, and to drive visitation, membership and participation at Canterbury-Bankstown Library and Knowledge Centres.

The use of social media facilitates the creation and sharing of information and ideas via virtual communities and online networks. The Library website provides accurate information to the community, while an eNewsletter "Check-it-Out" is distributed monthly to interested members.

All Library digital channels are safe, respectful and inclusive. Usage and interactions are moderated and bound by Library Guidelines, User Agreement, Code of Conduct and Council's Social Media Policy.



5.9 Non-compliance and customer exclusion

Any unacceptable or unlawful conduct will be treated as a breach of this Policy and/or the Library Guidelines and offenders will be subject to disciplinary action.

Under Part 4 of the *Library Regulation 2018* (NSW), library team members reserve the right to remove persons from the library who are displaying inappropriate or offensive behaviour.

6.0 Approval and Review

6.1. Policy Owner

Manager Community and Cultural Services.

6.2. Authorisation

Adopted by Canterbury-Bankstown Council on 22 August 2017.

6.3. Reviews and Modifications

The next review date is 12 May 2026.

Review Date	Modification	Approved by
December 2023	Addition of reduced charge statement in 5.4	Manager Community and Cultural Services
May 2023	Minor changes for currency, consistency and compliance.	Manager Community and Cultural Services
April 2021	Inclusion of digital marketing section (5.10). Update to damaged, lost or stolen items section (5.4). Update to non-compliance and customer exclusion section (5.11). Update to broader policy to reflect legislative changes. Minor changes throughout the document including typographical.	Manager Community and Cultural Services

7.0 Related Documents

7.1. Laws and Standards

- Child Protection (Working with Children) Regulation 2013 (NSW)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)



- Copyright Act 1968 (Cth)
- Health Records and Information Privacy Act 2002 (NSW)
- Library Act 1939 (NSW)
- Library Regulation 2018 (NSW)
- Local Government Act 1993 (NSW)
- Privacy and Personal Information Protection Act 1998 (NSW).

7.2. Policies and Procedures

- Child Safe Code of Conduct
- Child Safe Complaints Handling Policy
- Child Safety and Well-being Policy
- Code of Conduct
- Council's Schedule of Fees and Charges
- Library Council of New South Wales - Children's Policy Guidelines for NSW Public Libraries
- Welcome to the Library Guidelines
- Collection Development Guidelines
- Social Media Policy
- User Agreement.