Library Service Policy

Classification:	Council Policy
First Issued / Approved:	July 2007
Last Reviewed:	28 September 2021, C280921/12947
Next Review:	September 2025
ECM Tracking No.:	987625
Responsible Officer:	Director Community and City Activation
Relevant Legislation:	*Broadcasting Services Act 1992 (Commonwealth)* *Children's Protection Act 1993* *Classification Act (1995) Publications, Film and Computer Games* *Copyright Amendment (Digital Agents) Act 2000* *Copyright Act 1968 (Commonwealth)* *Disability Discrimination Act 1992 (Commonwealth)* *Disability Inclusion Act 2018* *Equal Opportunity Act 1984* *Freedom of Information Act 1991* *Libraries Act 1982* *Libraries Regulations 2013* *Local Government Act 1999*
Related Policies:	Australian Library and Information Association- Statement on free access to information, amended 2007, 2015. Reviewed 2018. Australian Library and Information Association- Statement on Library and information services for people with a disability, amended 2018 Australian Library and Information Association- Statement on public library services, amended 2009 and 2018 Libraries SA Acceptable Use Policy for library Customers Libraries SA Fair use Policy for library Customers Libraries SA Privacy of customer information Libraries SA Understanding library fees, charges and payment options Libraries SA Internet Acceptable Use Policy for Library Customers Volunteer Policy Customer Service and Public Interaction Policy Heritage Policy Community Access, Inclusion and Participation Policy Connected Communities Strategy 2017-2021 Better Living Better Health – Regional Public Health and Wellbeing Plan 2020-2025 Disability Access and Inclusion Plan 2020-2024 Burnside 2030 Strategic Community Plan

1. Introduction

1.1. The Burnside Library is designed as a welcoming community space and aims to ensure all people, regardless of ethnicity, gender, age or socio-economic status

can readily access a range of materials to foster lifelong learning, literacy and leisure. The public library is one of the council services available, which provides a welcoming third place for all members of the community.

1.2. The Library engages the community offering people the opportunity to learn, create, connect and enjoy a range of innovative, extensive and interesting programs, services, events and collections.

1.3. The City of Burnside is a member of the Public Library System One Card Library Management System which has allowed borrowers access to millions of Library items from other libraries across the state.

1.4. The Library uses RFID technology (Radio Frequency Identification) to enhance and streamline its client interactions. RFID offers greater security and privacy for our patrons.

1.5. Connecting our communities underpins all library activities.

2. Strategic Plan Desired Outcomes

Principles: Spans all Strategic Plan Principles

Theme: Community

Goal: A resilient, healthy and connected community

Priorities: 1.1 A Flexible, fit for purpose facilities and places

1.2 Resilience, wellbeing and recreation

1.3 A sense of community

1.4 Facilities, services and programs that meet our community's needs.

3. Our Approach

3.1. Provide a library facility which is welcoming and accessible gateway to knowledge and culture.

3.2. Provide resources and services to create opportunities for learning, literacy support and education.

3.3. Create an accessible and inclusive environment for our community.

3.4. Provide an authentic record of knowledge, created and accumulate by past generations.

3.5. Encourage residents to participate in artistic, creative and lifelong learning pursuits.

4. Legislative Requirements and Corporate Policy Context

4.1 The Library receives a subsidy for the purchase of materials from the State Government under the *Libraries Act 1982* and is required to follow the funding

guidelines and procedures with respect to the availability of Library materials and resources.

4.2   Use by the public of Library photocopiers, and computer facilities is subject to the *Copyright Act 1968* (Cth).

4.3   Access to library buildings, services and facilities is equally available to all library users in accordance with State and Federal anti-discrimination legislation and the applicable policy statements from the Australian Library and Information service.

4.4   The Library service is managed in accordance with other Council polices; library management protocol, library procedures and other applicable State and Federal legislation.

4.5   Council's Library services will incorporate requirements of the *Disability Discrimination Act 1992, the Disability Inclusion Act 2018* and Council's Community Access, Inclusion and Participation Policy.

5.   Interpretation

5.1   For the purpose of this policy:

5.1.1   "Third Place" is a space where people spend time between work / school / university / TAFE and home.

6.   Policy

6.1   Membership and Borrowing

6.1.1   Library membership is open to:

6.1.1.1   Residents of South Australia who meet the following identification requirements:

6.1.1.1.1   Identification which includes name, current address and a signature (for example a driver's licence, student ID card, rental agreement);

6.1.1.2   Persons between the ages of 16 and 18 years who are living independently and can provide proof of their independent status and current address.

6.1.1.3   Overseas or interstate visitors who access the Library multiple times for less than three months, or people who are not able to show current address identification, are eligible for short term borrower rights.

6.1.1.4   The terms and conditions of membership including loan limits, loan periods, fees, liability for loss or damage and overdue item procedures may be determined by the Chief Executive Officer from time to time. Borrowers will be advised of any changes in membership by information displayed in the Library.

6.2   Collection

6.2.1   The Library provides access to a range of materials and services including:

- Books
- Digital Video Discs (DVD's), Compact Discs (CD's), Blu-Ray Discs

- Magazines and newspapers
- Audiobooks
- Toy Library
- Home Library Service
- Electronic books
- Console games
- Large print books, Graphic novels
- Sheet music
- Online databases
- Photocopier, printing and scanning

6.2.2 The Library strives to keep up to date of current trends in technology so it meets the changing needs of the community in relation to the collection and service delivery.

6.3   Public Computer and Internet Access

6.3.1   The Library has available for members: personal computers with Internet access and Microsoft Office software; wireless Internet access for members with their wifi-enabled devices and games consoles. Tampering with or modifying library equipment is prohibited.

6.3.2   The Libraries SA Internet Acceptable Use Policy for Library Customers govern use of these facilities, in conjunction with applicable legislation including the Copyright Act 1968 and the Classification (Publications, Films and Computer Games) Act 1995.

6.4   Home Library Service

6.4.1   The Library operates a Home Library Service for residents of Burnside who find it difficult to access the main library. The Home Library Service provides support and assistance to residents to access Library Services in their home.

6.4.2   Those who are eligible for the Home Library Service may also use the main Library at any time.

6.5   Toy Library

6.5.1   The Burnside Library maintains a Toy Library service. The Toy Library enables families and groups the opportunity to borrow toys, puzzles and games. Membership of the Toy Library is separate to the main library and attracts fees which are reviewed annually and published in the Annual Schedule of Fees and Charges.

6.6   Local History

6.6.1   The Library will maintain and preserve in a special collection, material relating to the City of Burnside and its history.

6.6.2   The objectives of the collection are to provide a balanced collection of material relevant to Burnside; provide a secure and permanent storage for the relevant material and make the material available to the public.

6.6.3   Due to the nature of the material, it is not available for loan or display outside the Library.

7. Review and Authority

7.1 This Policy will be reviewed every four years in line with Council's Policy and Protocols Framework.

8. Availability

8.1 This Policy is available to be downloaded free of charge, from Council's website www.burnside.sa.gov.au

8.2 This Policy will be available for inspection free of charge at the Civic Centre during ordinary business hours and a copy may be purchased at a fee as set annually by Council.

9. Further information

For further information about this policy please contact:

City of Burnside Civic Centre; 401 Greenhill Road, Tusmore SA 5065; Tel. 08 8366 4200; Email; burnside@burnside.sa.gov.au