



**Bayside Council**

Serving Our Community

# **Library Membership & Use Policy**

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Library Membership & Use Policy

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# 1 Introduction

## 1.1 Purpose

Bayside Libraries and Museum (hereafter referred to as the library) are accessible and shared by the whole community.

The library facilities, resources and services provided enable our community to enhance their lives through lifelong learning, connecting with people and fostering cultural enrichment and leisure opportunities.

This policy describes the conditions of use and membership of Bayside Libraries.

## 1.2 Definitions

### ***Customers***

Refers to all users of library services including library members and visitors, community and commercial organisations, schools, Council staff and Councillors.

### ***Bayside Library / the library***

Refers to all of Council's libraries: Arncliffe, Bexley North, Brighton-le-Sands, Eastgardens, Mascot (including the George Hanna Memorial Museum), Rockdale, Sans Souci and Council's Home Library Service.

### ***Collections***

Refers to all collections held at Bayside Library including print and non-print materials and electronic resources.

### ***Library Management System***

Refers to the computer system used to manage customer information and library data such as loans, renewals and reservations.

### ***Library members***

Members of the public that have joined the library as a full or temporary library member.

### ***Library users***

Any members of the public who use the library. This includes non-library and library members and general visitors.

### ***Staff***

Refers to Bayside Council employees, contractors and volunteers that undertake library tasks and services.

## 1.3 Policy statement

Bayside Council is committed to providing free and equitable community access and membership to the library.

The informational, recreational, learning and cultural needs of Bayside's diverse community are supported by the facilities, resources and services provided by the library.

The level and type of access to the library's facilities, resources and services is determined by the type of library membership assigned to individuals and organisations as outlined in this policy.

The Policy is to be read in conjunction with the Library Membership & Use Guidelines and other referenced documents in 7.2 below.

## **1.4 Scope of Policy**

This Policy applies to all staff, volunteers, library members and non-members and general visitors of the Library.

# **2 Responsibilities**

## **2.1 Library Staff**

Library staff are committed to providing exceptional customer service to library users.

Library staff are committed to complying with child-safe organisational standards as outlined by the NSW Government Office of the Children's Guardian<sup>1</sup>.

Library staff are responsible to ask a library user to leave if they are not behaving in accordance with the Policy and Guidelines.

Council may suspend library membership and/or access to Council's facilities if the person/s has/have breached the Policy and Guidelines.

Library staff contact the Police and other authorities if there is a risk to the safety and wellbeing of staff and/or library users.

Library staff process renewals, issue refunds, waive fees, change collections, facilities and services on offer and/or change the membership and usage rules in accordance with Council's Policies, Guidelines and relevant delegations of authority.

## **2.2 Library users**

The library is a public shared facility and therefore requires all users to behave in a respectful manner and comply with the policy and guidelines at all times.

All library users are responsible for any fees and/or costs associated with their misuse, damage or loss of library resources, facilities and equipment.

## **2.3 Library members**

Library members are to take care of library resources borrowed and to return them by the required due date.

Library members may be liable to pay for any fines and/or fees associated with the late return, damage or loss of library resources borrowed.

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<sup>1</sup> Refer 'Resources on Child Safe Standards' on the Office of Children's Guardian website <https://www.kidsguardian.nsw.gov.au/>

## 3 Membership

### 3.1 Membership eligibility and type

In accordance with the *Library Act 1939*, library membership and subsequent access to core library services is free of charge.

**There are various library membership types depending on age and purpose. These include but not limited to the following;**

- Adult
- Junior
- Homebound organisation
- Institution
- Temporary
- Guest

More detail on each membership type is outlined in the Library Membership Guidelines.

The personal information provided for membership applications is collected for the purpose of Library membership, and will be handled in accordance with the Privacy and Personal Information Protection Act 1998. Refer 5.5 Privacy.

### 3.2 Membership Privileges

Library members have access to borrow a range of physical and online resources as well as use a range of facilities free of charge including study spaces, PCs, public WiFi and online databases.

Non-library members and/or commercial entities may also access free public WiFi within the library, however fees for use of meeting rooms and PCs may apply in accordance with Council's Fees & Charges.

Fees apply to all members and non-members for printing and photocopying in accordance with Council's Fees & Charges.

## 4 Conditions of Use

### 4.1 Supervision

Children **under the age of 10** must be supervised by a parent or adult guardian / caregiver.

Children **10 years or older** may use the Library unattended provided they are mature enough to follow library rules and observe proper conduct.

Duty of care requires staff to contact a parent or suitable adult where a child up of the age of 12 years is unattended at the time the Library closes so that immediate arrangements can be made by the parent for the child to safely leave the Library premises accompanied by an appropriate guardian.

Persons of any age with mental, physical or emotional disabilities which affect decision making skills or render supervision necessary, must be accompanied by a parent, guardian or caregiver at all times.

## **4.2 General conditions**

Library users must:

- treat staff and others with respect and courtesy at all times
- respectfully use and take care of the resources, facilities, furniture and equipment provided by the library
- not behave in a disruptive manner, including not making excessive noise and not using harassment or verbal aggression
- conduct group discussions and mobile phone conversations in the study spaces but must be kept at an acceptable level that does not disturb others
- use Council and / or their own devices lawfully
- meet acceptable levels of personal hygiene or dress, including the wearing of footwear
- take care of all property belonging to Bayside Library
- comply with instructions from library staff, including the wearing of footwear
- take care of all property belonging to Bayside Library
- comply with instructions from library staff, including leaving at closing time or during emergency procedures
- bring to the attention of staff concerns about any risk or potential risk to others or property
- not leave any personal items, including bags and charging cables, in a place that may cause risk or injury to others
- not leave any personal items, including bags and charging cables, in a place that may cause risk or injury to others
- not leave any personal or valuable items unattended in any part of the library
- ensure that children are supervised by a parent or an adult guardian whilst in the library in accordance with the Policy and Guidelines
- pay in advance for use of library facilities, resources and services where applicable and in accordance with Council's fees and charges.

Library users may:

- be accompanied in the library by an appropriately authorised assistance or support animal
- pray in the library, if there is sufficient space to do so without impacting on other users.

## **4.3 Exclusion from the Library**

A library user or member may be excluded from the Library, and will be prevented from accessing resources and services, in circumstances where a breach of the policies and guidelines has occurred.

## 4.4 Payments

Council prefers non cash payments for fees, charges and/or fines, and provides facilities at the library to enable non-cash payments. Library users must repay outstanding fees and charges in accordance with Library Membership Use guidelines.

## 4.5 Complaints

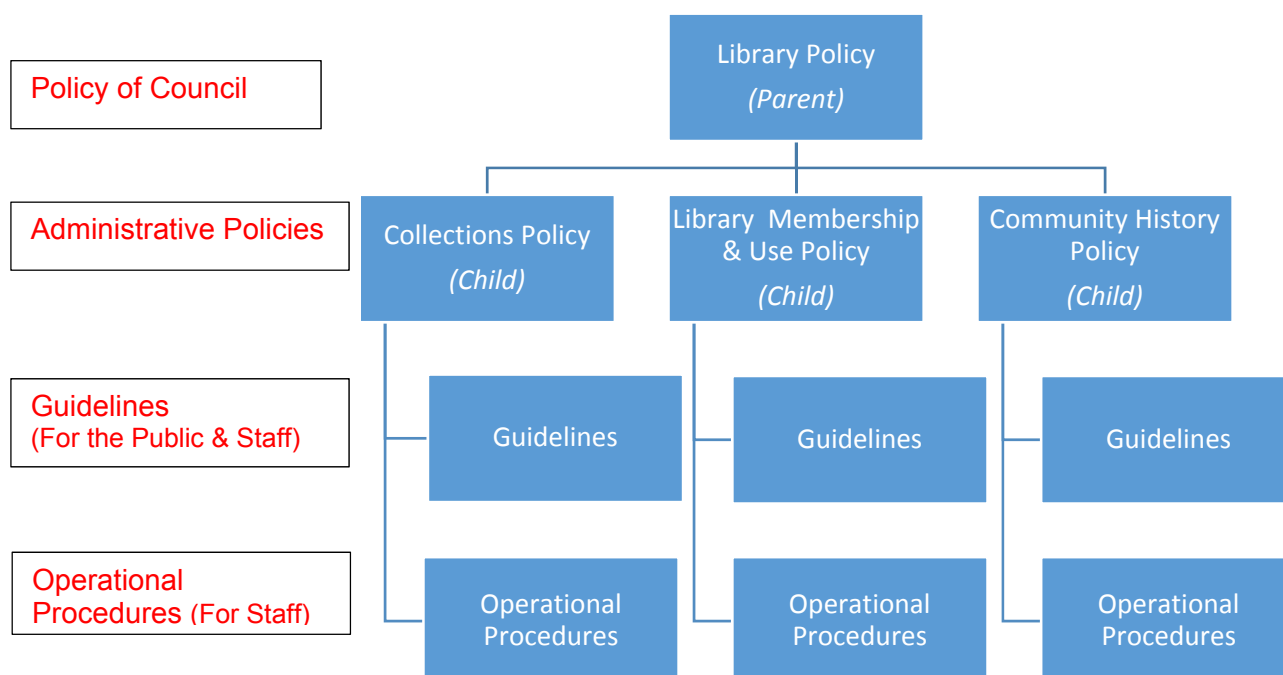
Complaints are dealt with in accordance with Council's Complaints Management Policy and Procedures.

## 4.6 Privacy

CCTV is used in the library for safety and crime prevention purposes. Council complies with the use of the CCTV and the recorded footage in accordance with the *Privacy and Personal Information Protection Act 1998* and *NSW Government policy statement and guidelines for the establishment and implementation of closed circuit television (CCTV) in public place 2014*.

# 5 Policy and Guideline Implementation

## 5.1 Library Governance Hierarchy



## 5.2 Responsibilities

The General Manager has overall responsibility for this Policy. The Manager Customer Experience has responsibility for its currency and appropriateness.



The Coordinators Customer Experience are responsible for its implementation.

The Library staff, volunteers and contractors are responsible to comply with this Policy.

### **5.3 Guidelines and Operational Procedures**

Library Membership & Use Guidelines and day-to-day Operational Procedures that support this Policy may be approved by the Manager Customer Experience.

### **5.4 Breaches**

Any breaches of this Policy are referred to the Coordinators Customer Experience in the first instance and may be referred on to the Manager Customer Experience and/or Director City Life for review if required.

## **6 Document control**

### **6.1 Review**

This policy is reviewed every 4 years or earlier if required.

The Manager Governance & Risk may approve non-significant and/or minor editorial amendments to this Policy that do not change the policy substance.

### **6.2 Related documents**

- Library Act 1939, Library Amendment Act 1992 and Library Regulation 2018
- Copyright Act 1968 (Commonwealth)
- Children and Young Persons (Care and Protection) Act 1998
- Local Government Act 1993
- Council's Library Policy
- Library Membership & Use Guidelines
- Council's Library Collection Policy and Collection Guidelines
- Council's Complaint Management Policy and Guidelines
- Library operational procedures (various)
- Privacy and Personal Information Protection Act 1998
- NSW Government policy statement and guidelines for the establishment and implementation of closed circuit television (CCTV) in public place 2014
- NSW Office of the Children's Guardian Child Safe Standards

### **6.3 Version history**

<b>Version</b>	<b>Release Date</b>	<b>Author</b>	<b>Reason for Change</b>
1.0	29/10/2020	Coordinator Customer Experience	Harmonised document