



Bayside Council

Serving Our Community

Library Policy

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Library Policy

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Τηλεφωνικές Υπηρεσίες Διερμηνέων

بخدمة الترجمة الهاتفية

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1 Introduction

1.1 Background

Bayside Libraries and Museum (hereafter referred to as the Library) are places where members of our community can enhance their lives by building knowledge, connecting with people and ideas and developing cultural enrichment and leisure opportunities. The Home Library Service (HLS) outreaches to library members that are not able to visit a library due to a disability, illness or limited mobility.

The purpose of the Policy is to establish a framework and principles for the provision and delivery of library facilities, resources and services to our community.

1.2 Definitions

The definitions of certain terms are:

Customers

Refers to all users of Library services including members of the public, organisations, schools, Council staff, and Councillors.

Bayside Library/the Library

Refers to all of Bayside Council's Libraries, museum and home library service.

1.3 Policy statement

Bayside Council is committed to providing accessible and contemporary library facilities, resources, programs and services that support our community to learn, connect and recreate.

1.4 Scope of policy

This Policy applies to all customers of the library and staff including contractors and volunteers.

1.5 Legislation

Bayside Library is governed by the Local Government Act 1993, the Library Act 1939 and the Library Regulation 2018. Several other legislative documents may also apply to library operations which are outlined in section 5.2.

As stated in Part 3, Division 2, Section 10 of the Library Act 1939:

Bayside Council will comply with and observe the following requirements in relation to any local library that is provided, controlled or managed by the Council.

(a) Residents and ratepayers entitled to free membership

Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the library free of charge.

(b) Free access to certain materials on library premises

Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.

(c) Free loans of certain library material to members

Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative or educational value or as being fiction.

(d) Free delivery to sick or disabled members

No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the library in person.

(e) Free basic reference services to members

Any person who is a member of the library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the Council as a basic reference service), including assistance in locating information and sources of information.

(f) Restriction on use of State subsidy

Any subsidy paid to the local authority under this Act must be expended in providing the services that are required by this section to be provided free of charge.

2 Principles

The principles stated below guide all practices associated with the provision of library facilities, resources and services to the community.

Principle 1 – Access and Equity

Bayside Library is a public facility that can be accessed by the community free of charge.

Other library resources that can be accessed free of charge are:

- WiFi while in the library premise
- A comprehensive range of topical information and resources in a range of formats and languages for their learning and enjoyment., including library books, movies, music and other reference materials (physical and digital)
- Library membership which enables members of the public to receive additional privileges when using the library (e.g borrowing materials to take home and free access to use the public PCs)

Fees and charges apply for some services including printing and photocopying, late returns, lost and damaged items and use of meeting rooms. Fees may also apply for non-library members to use study rooms and public PCs. Fees and charges are outlined in Council's adopted Fees & Charges Policy.

Principle 2 – Service Delivery

The community is engaged in shaping library services, programs and facilities.

The Library anticipates and responds to the changing environments, emerging trends and community expectations in the provision of library services, programs and facilities.

The Library maintains a process of continuous improvement to reinvent its services and methods of delivery to stay connected and relevant to the community and changing technology.

Principle 3 – Governance, Risk and Financial Management

The Library demonstrates good governance and sound financial management of public funds and mitigate risks in the provision of library services, programs and facilities.

The Library complies with the requirements of the Library Subsidy Funding provided by the Library Council of NSW in accordance with the Library Act 1939.

The Library maintains a library risk register and ensure risks identified are mitigated with adequate controls in place.

Clearly identified procedures are documented and implemented to ensure all library services are provided in a timely, efficient and customer centric manner to both library users and the organisation.

Principle 4 – Exceptional Customer Experiences

Through the delivery of a customer centric service model and investment in our staff professional development, our customers will continue to receive exceptional standards of service from highly professional, engaging, responsive and competent staff.

Principle 5 – Life Long Learning

The Library provides quality, relevant and accessible library learning and cultural programs and initiatives that support reading and literacy development, foster creativity and innovation and encourage participation from all sectors of our community.

Principle 6 – Outreach programs

The Library extends our library services to the community through outreach programs, home library service, pop up libraries and other innovative initiatives to connect and support our community.

Principle 7 – Local History

The Library reviews, develops, preserves and manages local history content and collections that reflect and celebrate our diverse community and local identity.

The Library facilitates access to our unique history and local studies collections for our community.

The Library engages and collaborates with key stakeholders including the historical trusts and community organisations to enrich, promote and manage our local history content and collections.

Principle 8 – Collections

The Library develops, provides and manages library content, information and collections in a range of formats including physical and e-collections that engages with and is responsive to our diverse community.

The Library provides and manages collections in a variety of languages that reflect our community.

Principle 9 – Welcoming and Flexible Places, Spaces and Facilities

The Library provides inclusive, functional, and well maintained library places, spaces and facilities where our community can connect, learn, relax, collaborate, create, study and work.

Principle 10 – Information and Technology

The Library enables digital inclusion by providing to the community easy and equitable access to technology devices, WiFi, printing facilities, on line programs and applications that support their life long learning, information, employability, study and recreational needs.

Principle 11 – Marketing, Promotions and Branding

The Library showcases, promotes and informs the community and Council about our library services, facilities and programs through various mediums.

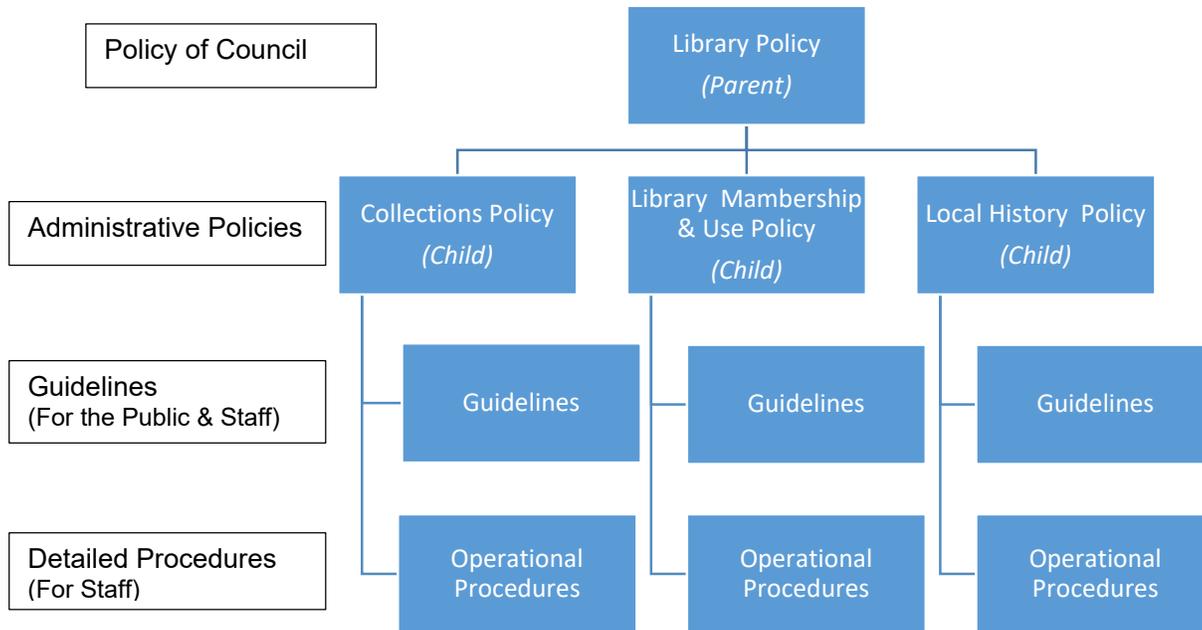
Principle 12 – Partnerships and Collaboration

The Library continues to strengthen relationships with State Library NSW, industry networks and community organisations to support and enhance our Library services, facilities and resources.

The Library aims to broaden its range of services by engaging with and forming appropriate community partnerships that will strengthen the culture of learning communities across Bayside.

3 Policy implementation

3.1 Library Governance Hierarchy



3.2 Policy Responsibilities

- a The General Manager has overall responsibility for this Policy.
- b The Manager Customer Experience is responsible for administering and maintaining this Policy.
- c The Coordinator Customer Experience is responsible for its implementation.
- d All library staff including contractors and volunteers are responsible for complying with the policy and related guidelines, processes and procedures.

3.3 Guidelines and Procedures

Guidelines and Procedures that support this policy may be approved by the Director City Life from time to time that address such issues as library administrative workflows and membership guidelines.

3.4 Breaches

Any breaches of this Policy will be referred to Coordinator Customer Experience in the first instance and may be escalated to Manager Customer Experience and/or Director City Life.

Sanctions for a breach of this Policy will be determined in accordance with the provisions applied under the Council’s Code of Conduct.

4 Document control

4.1 Review

This Policy is to be reviewed at least every four years and when relevant legislation changes occur.

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

4.2 Related documents

This document should be read in conjunction with:

- Bayside Council Collection Policy
- Bayside Councils Library Collection Guidelines
- Bayside Council Library Membership & Use Policy and Guidelines
- Bayside Council's Community History Collection, Preservation and Disposal Policy and Guidelines
- Library Act 1939
- Local Government Act 1993
- State Records Act 1998 General retention and disposal authority - Local government records
- Tendering Guidelines for NSW Local Government
- Classification (Publications, Films and Computer Games) Enforcement Act 1995 (NSW) 53 Exemptions for public libraries
- Statement on free access to information ALIA (Appendix I)
- Statement on information literacy for all Australians (Appendix II)
- Access to Information in New South Wales Public Libraries Guideline, Library Council of NSW, 2006 (updated 2007) (Appendix III)
- Bayside NSW Community Profile
- Library Council of NSW guidelines for public libraries

4.3 Version history

Version	Release Date	Author	Reason for Change
1.0	30/07/2020 (Executive)	Coordinator Customer Experience	Review and Harmonise Policy – approved by Executive.
1.1	21/06/2021	Project Officer Local History	References to “community history” changed to “local history”