



LIBRARY SERVICES

Summary:

The purpose of this policy is to provide detailed guidance on the provision of Tenterfield Public Library services.

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Department	Office of the Chief Executive
Policy Custodian	Manager Library Services
Superseded Documents	<ul style="list-style-type: none">• Library – Borrowings• Library – Internet Users• Library – Collection Development
Related Legislation	<ul style="list-style-type: none">• The Library Act 1939• The Library Regulation 2010 Part 2 and Part 3• The Local Government Act 1993.
Delegations of Authority	Chief Executive

1. Overview

A thriving culture, economy, and democracy requires the free flow of information and ideas. Fundamental to the free flow of information and ideas is equitable access to, and interaction with, information and support mechanisms for all community members. Public Library and Information Services facilitate connectivity within the local community and the wider community.

2. Policy Principles

Public libraries in NSW operate under the Library Act 1939, the Library Regulation 2010 and the Local Government Act 1993. This policy supports the administration of the provisions of the Library Regulation 2010 Part 2, Local Library Rules; and Part 3, Use of libraries and library books.

This policy is guided by the Australian Library and Information Association's core values, available at www.alia.org.au

3. Policy Objectives

The objectives of this policy are:

- To define the conditions of membership for borrowers to the Tenterfield Public Library service;
- To define the general conditions and requirements for users of the Public Internet Access service at Tenterfield Public Library;
- Detail the responsibilities of library customers in using the library services and facilities, and
- Inform the public of collection parameters, guidelines used for acquisition and discarding, act as a management tool for staff as well as being used to support State Library Grant applications.

4. Policy Statement

The Library Services policy:

- Defines conditions of membership;
- Defines general conditions and user requirements for Internet Access;
- Details library customers responsibilities;
- Provides guidelines for acquisition and discarding;
- Informs the public of selection criteria for collections;
- Defines parameters of Library collections;
- Acts as a management tool for staff, and
- Supports State Library Development Grant Applications for Collections.

5. Scope

5.1 Library Membership Categories

Adult – eighteen (18) years and over who are residents of Tenterfield Shire or non-residents who work on a regular basis, attend an educational institution or conduct private business regularly within the Tenterfield Shire are eligible for membership without charge. A membership card will be issued on completion of a membership application form and provision of satisfactory proof of identity and address in the Tenterfield Shire or neighbouring areas (e.g. driver's licence, rates notice or rent receipt, Centrelink card etc.). If an applicant is suspended from borrowing from any other library, in so far as this can be determined, they are not eligible for membership.

Young Adult – fourteen (14) years to under eighteen (18) years. Applications by persons in this group must be signed by a guarantor, that is, a parent, caregiver or other responsible adult who will be liable for any fees and charges accrued, but not paid, by the young adult member. The guarantor must provide proof of identity and contact details.

Junior – under fourteen (14) years of age. The membership application must be signed by a guarantor, that is, a parent, caregiver or other responsible adult who will be liable for any fees and charges accrued. The guarantor must provide proof of identity and contact details.

Visitor – persons who do not meet the criteria for the above memberships may lodge a deposit (as per Council's Fees and Charges schedule) which will be refunded at the request of the Visitor when all loans have been returned and the receipt for the deposit is produced.

Digital – persons who wish to access only online library resources (eResources) such as databases and eBooks.

5.2 Issues and renewals

General Loan Conditions - It is the responsibility of the borrower to manage their borrowing, that is, keep borrowed items free from damage, monitor the due dates of their borrowed items and return the items on or before the due date.

Loan period – 28 days. eResources are generally loaned for 14 days but may vary according to the hosting website.

Maximum renewals per item: two (2) provided that the item has not been reserved by another borrower. After two (2) renewals the items must be returned to the library by the due date.

Maximum loans – ten (10) items, Visitor membership – two (2) items.

Reference resources – not for loan, must be used within the library.

Family History collection – only able to be borrowed by members of the Family History Group, otherwise treated as Reference resources.

Language kits – a maximum of two (2) at any one time.

Talking books – a maximum of five (5) at any one time.

5.3 Membership Cards

No Library materials will be issued without the borrower's membership card. The first card will be issued free of charge. A fee (as per Council's Fees and Charges Schedule) will be charged for lost and damaged cards. Unauthorised use of another borrower's membership card will result in suspension of borrowing privileges. Borrowers are responsible for advising the Library of any changes in their personal and contact details.

5.4 Reservations

Borrowers may register, and have reservations, for up to four (4) items at any one time.

5.5 Inter-Library Loans

Items not held by Tenterfield Public Library may generally be obtained from other libraries. When requesting such items, patrons will be asked to indicate if they are willing to pay charges incurred for postage (other Public Libraries) and/or fees (University or Special Libraries). Limited quantities of large print, talking books, non-fiction and multicultural items are available from NSW State Library free of postage charges. Items may be withheld or returned and borrowing privileges will be suspended if clients fail to pay charges incurred. Lost or damaged items obtained by inter-library loan will incur charges set by the lending library and failure to pay will result in suspension of borrowing privileges. Patrons are liable for any fees incurred even if they fail to collect the requested item.

5.6 Overdue Loans

Overdue notices will be issued once items become overdue. No overdue fines apply but long overdue items will be invoiced if not returned. No further items may be borrowed, that is, borrowing privileges will be withdrawn until overdue items are returned or replacement charges (as per Council's Fees and Charges Schedule) are paid.

5.7 Loss or Damage

Borrowers shall be required to pay for damage to library resources and for replacement of lost items. The fee charged will be for the replacement value plus a processing fee (as per Council's Fees and Charges Schedule). Failure to make appropriate arrangements to pay the fee will result in suspension of borrowing privileges. Lost items which have been paid for and later found become the property of the borrower and no refund will be given.

The Manager Library Services shall retain discretionary power to override the above conditions in special cases.

6. Public Computer and Internet use

Tenterfield Public Library endeavours to provide the people of the Tenterfield Shire with open access to ideas and information, a process which is fundamental to democracy. The Internet is an information resource which enables the Library to offer access to information beyond the confines of its collection.

By providing public Internet access, the Library will enhance the depth and scope of its existing collection and also will provide an opportunity for citizens to navigate the Internet for themselves.

6.1 Responsibility

Tenterfield Shire Council does not condone access to pornographic, violent or illegal material. Consequently, while the Library does not monitor or take responsibility for information accessed through the Internet, Library staff may disallow access to websites which may be inappropriate for use in a public Library. Persons who continue to access offensive or illegal material following a warning may be refused further Library Internet use.

Censorship is deemed to be the right and responsibility of the parent or guardian of library users under the age of eighteen (18) years. Library members are required to use their library card as identification when making a computer/internet booking. Visitors and other casual library users are required to show identification such as a driver's license when making a computer/internet booking.

6.2 Charges

Public access to the Internet in the Library will be free of charge as described in the *Library Act 1939, Section 10, Guideline 2 – Free access*. Printing charges will apply as listed in Council's current Fees and Charges schedule.

<http://www.sl.nsw.gov.au/public-library-services/guidelines-section-10>

6.3 Rules and procedures

The Manager Library Services shall determine and review procedures in relation to length of session, age restrictions, downloading, staff assistance, user documents and other operational matters as the need arises.

7. Collection Development

Tenterfield Public Library was originally established as a School of Arts Library. It has been rehoused in premises which are a combination of a new building and the adaptive reuse of an old one. There are community service points at Drake, Torrington and Urbenville.

7.1 The Right to Read and Access to Library Services for all

Tenterfield Public Library supports the Australian Library Association's statements on *Public Library Services, Free Access to Information, Libraries and Literacies, Library Services for People with a Disability, Information Literacy for All Australians, and Professional Conduct*.

7.2 Censorship

Tenterfield Public Library respects the rights of its clients to pursue their own interests, on the understanding that:

- Censorship is vested in State and Federal Governments, not the local public library or its staff;

- Prohibited materials may not be accessed in the Library (including prohibited sites on the Internet), and
- Parents and guardians are held responsible for their children's selection of Library resources and use of Library services.

7.3 Selection Criteria for Acquisitions

One or more of following criteria will be applied:

- Accuracy and reliability of information
- Currency
- Suitability of format and level for target audience
- Popularity/reputation of author
- Physical durability
- Cost
- Local interest
- Relevance to local collections
- Ease of use
- Storage considerations

7.4 Selection Methods

Selection methods/tools include:

- Reviews
- Visiting book suppliers
- Online book suppliers
- Best seller lists
- Book award lists
- Client and staff suggestions
- Online and print catalogues
- Bookshop visits
- Donations (subject to normal selection criteria)

7.5 Formats

Any format deemed suitable in accordance with the selection criteria may be collected.

7.6 Exclusions

The provision of prescribed textbooks is considered to be the responsibility of educational institutions. Some of this material may be provided where it serves the general interest.

7.7 Multiple copies

Generally, only single copies of a title will be purchased.

7.8 Collection Maintenance

The collection is continually evaluated for effectiveness, currency, quality and integrity. Stock may be discarded if it meets one or more of the following criteria:

- Badly damaged
- Obsolescent (information dated/incorrect)
- Low circulation
- Duplicate copies available

Rare and important books may be relegated to Stack. Discarded stock in reasonable condition may be sold, given to charitable organisations or to another library at the discretion of the Manager Library Services.

8. Collections

8.1 Reference Collection

The Reference Collection will consist of up-to-date information resources in any format for use in the Library.

8.2 Legal Information Access Centre

The Legal Information Access Centre comprises up-to-date plain language law resources as prescribed by LIAC, State Library of New South Wales, for use in the Library.

8.3 George Woolnough Collection

Contains important local history resources as well as books by local authors.

8.4 Indigenous Collection

This is a growing lending collection of adult and junior fiction and non-fiction resources of particular interest to the indigenous community. These resources may be used by any Library client.

8.5 Adult Non-Fiction

This non-fiction lending collection encompasses a broad range of knowledge for informational, recreational, cultural and general educational purposes.

8.6 Junior Non-Fiction

The junior non-fiction lending collection encompasses the broad range of knowledge for informational, recreational, cultural and general educational purposes while paying particular attention to a juvenile target audience.

8.7 Young Adult Non-Fiction

The Young Adult non-fiction is a lending collection that encompasses a broad range of knowledge for informational, recreational, cultural and general educational purposes that would be of particular interest to young adults.

8.8 Adult Fiction

This is a lending collection targeting adults containing:

- Popular works, both Australian and other;
- Classics;
- General fiction
- Genre fiction such as Western, Mystery/Crime, Science fiction and Romance;
- Award-winning titles, and
- Titles requested by the target group.

8.9 Young Adult Fiction

This is a lending collection especially for persons 14-17 years of age. It includes:

- Popular works, both Australian and other;
- Classics;
- Award-winning titles, and
- Titles requested by the target group.

8.10 Junior fiction

This is a lending collection especially for persons under 14 years. It includes:

- Popular works, both Australian and other;
- Classics;
- Award-winning titles, and
- Titles requested by the target group.

8.11 Easy Picture Books

This is a lending collection of picture books to interest children 0-7 years of age.

8.12 Large Print Books

This lending collection is intended primarily for visually impaired people. Any available genre in accordance with Adult Fiction and Non-Fiction criteria may be included. Large Print books are generally purchased as a shared resource of Northern Tablelands Cooperative Library Service.

8.13 Talking Books

This lending collection is appropriate for visually or literacy impaired people and for multitasking. Any available genre in accordance with the Adult Fiction and Non-Fiction and Junior Fiction criteria may be included. Adult Talking books are generally purchased as a shared resource of Northern Tablelands Cooperative Library Service.

8.14 eBooks

Access to eBooks and eAudiobooks is increasing and will be supported, whether locally or from appropriate external sources, e.g., State Library of New South Wales. Access to a growing selection of eBooks and eAudiobooks is purchased as a shared resource of Northern Tablelands Cooperative Library Service as well as a collection wholly owned by Tenterfield Public Library.

8.15 Music on Compact Disks

The music on compact discs lending collection includes classical, jazz, country & western, easy listening and popular music. It is generally a joint collection of the Northern Tablelands Cooperative Library service.

8.16 Digital Video Discs (DVD's)

The collection includes documentaries, do-it-yourself, travel guides, movies, and television series and also includes junior resources and donations.

8.17 Language Kits

The Language Kits are designed for self-paced learning to assist native English speakers to learn languages other than English. Translation dictionaries for languages are held in the Reference Collection.

8.18 Periodicals

This small range, relative to budget allocation, addresses various local interests.

8.19 Newspapers

One national and one local newspaper are purchased. The local *Tenterfield Star* newspaper is bound and preserved on an annual basis as part of the historical hardcopy collection. *The Tenterfield Star* 1875-1955 is also available online for searching via a link on the Library's online catalogue page on Council's website.

8.20 Local/Family History

The collection includes:

- A range of historical newspapers on microfilm;
- Historical records in print and microform;
- State Records Access for All collection;
- Books and journals about local areas, and
- Tenterfield Family History Group collection, which has been catalogued and shelved.

9. Accountability, Roles & Responsibility

Management Oversight Group

- Corporate and Governance

Individual Managers

Manager Library Services:

- Management of all aspects of delivery of Library Services at Tenterfield Public Library.

10. Definitions

Nil.

11. Related Documents, Standards & Guidelines

Nil.

12. Version Control & Change History

Version	Date	Modified by	Details
V1.0	28/08/17	Council	Adoption of Original Policy
V2.0	28/02/18	Council	Reviewed Policy (Res No. 17/18)
V3.0	24/03/21	Council	Reviewed Policy (Res No. 64/21)