

LIBRARY SERVICES – GENERAL ADMINISTRATION

POLICY NO: 2.2.2

REVIEW DATE: June 2016

OBJECTIVE

To clarify the role, responsibilities and services of the Town of Cambridge library service.

POLICY STATEMENT

1. Membership

In accordance with the Library Board of Western Australia Act 1951 - Library Board (Registered Public Libraries) Regulations 1985, the Town of Cambridge Library and Information Service shall be a free library service, regardless of residential address and no charges shall be made for registration other than levied through the municipal rate.

Temporary membership deposits, recoup charges for lost and damaged stock and fines for overdue library loans are not classified as charges for services.

Any person is entitled to enrol for membership of the Library Service upon showing satisfactory proof of identity and current address. A drivers licence, pensioner/concession card or utilities tax invoices are all considered acceptable.

Children (under 18 years of age) must have the membership form signed by a parent or guardian. The place of residence shall be taken as the address where the child normally resides.

Any person not able to provide satisfactory proof of identity and residence (e.g. new or temporary residence or visiting family or friends) will be permitted to enrol on payment of a refundable deposit to be determined as part of Council's annual fees and charges. The deposit is refundable upon return of all library materials and cancellation of the membership card, or when the member has established permanent residency. Consideration may be given upon written application to make exemptions to this requirement.

Organisations are eligible for membership. Responsibility for materials borrowed must be undertaken by the most senior individual of the organisation and not an organisational staff position. Organisations will be responsible for updating the membership details should the responsible officer leave that organisation.

On becoming a member of or visiting the Cambridge Library, the member must accept the Conditions of Use of the Library, Conditions for Borrowing Library Resources and Conditions of Use for Electronic Services which are determined by: -

- The Library Board of Western Australia Act 1951;
- Library Board (Registered Public Libraries regulations 1985);
- The Manager Library Services in consultation with the Director Community Development through the development of in-house operational standards

2. Opening Hours

The library will be open to the public with hours determined by Council except in the case of emergency or as authorised by the Chief Executive Officer.

Current opening hours are as follows:

Monday:	9.00 am	-	7.00 pm
Tuesday:	9.00 am	-	7.00 pm
Wednesday:	9.00 am	-	7.00 pm
Thursday:	9.00 am	-	7.00 pm
Friday:	9.00 am	-	5.00 pm
Saturday:	9.00 am	-	5.00 pm

The library is closed on Sundays and all public holidays, as determined by the State Government of Western Australia.

3. Conditions of use of the Library

3.1 Visiting the library

- the member must behave appropriately in the library and in a manner which does not interrupt, disturb or otherwise interfere with the enjoyment of other library customers;
- children under the age of 12 must be closely supervised by a parent or a responsible person 16 years or older whilst in the library;
- bags are to be placed in the lockers provided or may be brought into the public areas with the understanding that they will be checked on the way out by a staff member;
- the member may not consume food and drinks while using library computing equipment;
- library visitors may only use mobile telephones in a discretionary manner whilst in the library;
- the member may only bring pets into ~~a~~ the library facility when they are recognised as medical aids e.g. guide dogs;
- the member must understand that these Conditions of Use may change from time to time and customers will be informed of such changes by a Council Public Notice on display in the Library.

3.2 Exclusion or removal

The library is a public place that is accessible to everyone. Unfortunately, this can include those who choose to behave inappropriately. Therefore, in the interests of public safety and to ensure customers enjoy the facility when they visit, the Manager Library Services or next most senior officer in the building has the authority to exclude or have cause to remove any person , who in their opinion:

- is under the age of 12 years and who is not accompanied by a responsible person 16 years or older;
- is disorderly;

- is guilty of offensive behaviour to staff or another member of the public;
- accesses illegal or pornographic material using the library's computer facilities;
- appears intoxicated or under the influence of a prohibited drug whilst in the library;
- any person who is not using the library for the purpose for which is intended;

The Manager Library Services can also suspend admission, the use of membership privileges, inclusive of access to materials and other services provided by the library, to any person who refuses or neglects to comply with the conditions of use outlined in this policy and/or the regulations of the Library Board Act.

Persons who wish to dispute the decision made by the Manager Library Services, or the most senior officer in the building, may appeal against this decision in writing to the Chief Executive Officer.

4. Conditions for Borrowing Library Resources

4.1 Eligibility to borrow library resources

A member must present a current library card whenever borrowing resources from the Library.

The member will be unable to borrow items where

- there is an account on the membership card for overdue loans
- fines have reached \$10;
- an account for lost or damaged items is outstanding; or
- there are other penalties in accordance with library policy.

A person who is housebound due to a disability, temporary incapacity or being a carer may be eligible for a home delivery service. Eligibility criteria apply.

4.2 Member responsibilities

- the member must return all items borrowed from the Library on or before the due date or renew the items before they fall due. Renewal of items can be done in person, by telephone, by email or by accessing the library's catalogue online;
- the member must take responsibility for all items borrowed from the Library. Parents/Guardians shall take responsibility for items on all cards issued to their children;
- the member must take responsibility for examining all items prior to borrowing and satisfy themselves that no damage is evident to those items, and bring any such damage to the attention of staff;
- the member will be charged for repairs or replacement of the items which were lost or damaged whilst on loan to the customer;
- the member must not make any changes or repairs to any items as this makes Cambridge Library liable to a charge from the State Library;
- the member must notify the library if a card is lost or stolen. The liability for any items lent or charges incurred prior to such notification shall be maintained by the person to whom

the card was issued. Lost and damaged cards attract a replacement fee unless a police report can be produced;

- The member must notify the Library in the event the customer changes any contact details;

4.3 Borrowing Privileges

Up to 12 items may be borrowed for 4 weeks. Loan restrictions on various categories may apply.

4.4 Reservations

Library members are able to place up to 12 reservations for items in Cambridge Library on their membership card at any one time. Reservations can be placed in person, by telephone, email to library@cambridge.wa.gov.au or by using the library catalogue in the library or online via www.library.cambridge.wa.gov.au.

If Library members cannot find the item they are looking for on the Cambridge Library catalogue, they may submit a request to get the item from another library in WA.

4.5. Renewals

Items checked out from Cambridge Library must be returned within the borrowing period or renewed. This can be done in person by telephone, via the library website or e-mail.

An item can be renewed once unless it has been requested by another borrower.

4.6 Overdue Fines

An overdue fine of 20 cents per day per item will accrue from the first day after the due date to a maximum charge of \$5 per item. The membership will be suspended when the total charge reaches \$10. The charges are subject to the annual review of the Town of Cambridge Schedule of Fees and Charges. Refunds are not applicable to overdue fines.

4.7 Overdue/damaged accounts

Where an item is damaged, the customer shall receive a tax invoice for such damage. The charge for such damage may include the cost of fully replacing the item (inclusive of GST) if the Town or the State Library of Western Australia deems it to be irreparable. A minimum charge of \$7.50 applies to all invoices (inclusive of GST).

Where the item is overdue by two weeks, the customer shall receive a library invoice for the full replacement of the items in addition to any overdue fines accrued. If the item is returned the replacement costs will not apply. Overdue fines will remain. The invoice will become a tax invoice only if the item cannot be returned and thus the account has to be paid.

A member who believes an outstanding loan has been returned may write to the Manager Library Services seeking a three month grace period to enable ongoing borrowing whilst both the member and the library check further for the item. The member remains liable for the item during this period.

Where any tax invoices remain unpaid a customer will be unable to borrow any further library items until such time as the invoices are paid or the items returned in a satisfactory condition. Where any tax invoices remain unpaid for a period of two months, the Town may begin debt collection processes in order to recoup any losses. The customer will be advised before this

occurs. A Debt Collection Administration Fee will apply when the matter is referred to the debt collection agency.

Where a member consistently reaches the stage whereby debt collection is necessary, that member will be suspended from using the library service until the debt is paid or the items returned. A person experiencing difficulties in paying the tax invoice may apply to pay off in instalments. Such a request should be put in writing to the Manager Library Services for consideration.

The Chief Executive Officer reserves the right to waive any or all of the penalties listed in section 4 as authorised under Delegated Authority 5.11 - waiving of fees and charges.

5. Conditions of use for electronic services (Internet and other online services)

5.1 Eligibility to use electronic services

A person must be a Cambridge library member or temporary guest member in order to reserve a booking and use a public computer and online facilities including wireless access to the internet. By accepting the Conditions of Use for Electronic Services when enrolling at Cambridge Library, members agree that they will abide by these conditions whilst using these facilities. Children are only allowed to use computer facilities within the library under parental supervision or that of an alternative accepted Guardian.

5.2 Internet only restricted membership

A traveller unable to provide a Western Australian address is able to become a restricted "PC User" member by providing proof of identity such as a passport but not address. Borrowing privileges do not apply to this membership category.

5.3 Usage restrictions

Members/visitors cannot use computing equipment to:

- download materials or install applications and programs onto the computer's hard drive
- transmit, view, obtain possession, advertise or request the transmission of inappropriate material;
- use their personal software on library computers
- transmit restricted material to a minor.
- Display or make restricted material available to a minor.

Material that is inappropriate includes that which may be considered to be pornographic or illegal.

Members will not be able to download large amounts of material if it restricts other people's use of the library's information technology services including streaming services

Library scheduled use of the equipment takes precedence over individual use at all times.

The library reserves the right to terminate an internet or computer session at any time and to bar the use of library facilities.

5.4 Internet accessibility

Members should understand:-

- that not all sources on the internet provide accurate, complete or current information;
- the need to question the validity of internet information;
- that the library's books, periodicals, audio visual materials etc. provide resources which have been selected in accordance with Policy 2.2.1 Library Service Collection Development and Management and are consequently more authoritative and credible than some internet content;
- internet access is a filtered service to provide some guarantee that inappropriate sites cannot be accessed, however, this cannot ensure complete security as it is the nature of the internet that new sites are constantly being added and the vast nature of the internet itself which prevents comprehensive monitoring.

Members understand that the Town is not responsible for:-

- the content of any online services, including its accuracy, authoritativeness, timeliness or usefulness.
- controlling the availability of information links which often change rapidly and unpredictably; breaks in the service due to technical problems outside its control.

5.5 Member responsibilities

All members using the internet are expected to use this library resource in a responsible and courteous manner and to follow all internet related rules and regulations including, but not limited to, those of the library.

Responsible, courteous use includes:

- recognising that the Internet must be shared, respecting the rights of others and refraining from activity that prevents others from using it;
- not using Internet resources for unauthorised, illegal or ethical purposes;
- respecting intellectual property rights by making only authorised copies of copyrighted, licensed or otherwise controlled software or data residing on the Internet;
- respecting the privacy of others by not misrepresenting oneself as another person;
- not interfering with others use of computer services;
- not attempting to modify or gain access to files, passwords, or information belonging to others by seeking unauthorised access to any computer system, or damaging or altering software components of any network or database;
- not deliberately propagating computer worms or viruses.

6. Stock Selection

The Town of Cambridge stock selection is based on Policy No: 2.2.1 *Cambridge Library Service Collection Development and Management Policy*.

7. Service Programming

The Cambridge Library offers a wide variety of services to its customers. These include Information Technology Services, Youth Services, Adult Reader Services and Local Studies Services. Some of the programs included within these service areas are IT training sessions, book clubs, guest speakers, story time, information workshops, holiday programs, a home deliveries service and an oral history program.

The majority of these services are provided free of charge in accordance with the partnership agreement between State Government and Local Government. However, if the performer/speaker charges a fee per person, this charge will be passed directly onto the customer.

In instances where a customer fails to attend an event, thus preventing another person from attending, a penalty charge may be applied to that customer's membership card. Charges will be in accordance with the Fees and Charges Schedule adopted by Council each financial year. Membership privileges may be restricted once a maximum of \$10 in penalty charges is outstanding.

8. Community Information Noticeboards, flyers and petitions

The library shall maintain the council Notice board and endeavour to provide appropriate information on community based groups, organisations and events which relate to the Town of Cambridge and encourage lifelong learning and community participation. Material will be displayed if it:

- is of non-commercial nature;
- does not promote a particular religion or political party;
- is not a petition other than that produced by the Town of Cambridge;
- is not handwritten, costs are not displayed and there are no tear-off tabs.

The final decision rests with the Manager Library Services.

Items may be modified for display. As display space is limited, lost pets, private tutoring and other private concerns will not be accepted. The period an item is displayed is at the discretion of Library staff.

9. Meeting Rooms

The Cambridge Library has three meetings rooms; the Social Space, the Silent Study Space and the S.O.L.O Room, which are available for hire from the service desk, by email library@cambridge.wa.gov.au or by telephone.

Use of the rooms attracts a fee in accordance with the Town's Fees and Charges Schedule adopted each financial year by the Town of Cambridge.

It is intended that community members will hire a library room for meetings, voluntary tutoring and workshops that complement the Library's objective to provide learning opportunities for its customers. Use of these rooms will be restricted to library or literacy based activities or where the Boulevard Centre facilities do not meet the needs of the hirer. Therefore, community groups and individuals are able to book a room for the following:

- book launches and promotions;
- learning how to use library resources (Internet);
- professional interest groups that relate to libraries (ALIA, PLWA, etc);
- book clubs;
- private study and volunteer tutoring;
- reader development;
- educational activities with no commercial aspect;

10. Sponsorship

Library stationery, library holiday reading and special programs for children may be commercially sponsored where both the Manager Library Services and the Director Community Development considers appropriate.

ORIGIN/AUTHORITY

Council Meeting –24 February 2004

DATE AMENDED

All policies are reviewed every two years in April. This policy was amended at the following meetings:
Council Meeting – 20 December 2005
Council Meeting - 22 April 2008
Council Meeting - 27 April 2010
Council Meeting - 24 April 2012
Council Meeting - 27 May 2014
Council Meeting - 28 June 2016

Statement on free access to information

ALIA objects addressed

To promote the free flow of information and ideas in the interests of all Australians and a thriving culture and democracy.

Principle

Freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas.

Statement

There are several different levels at which the free flow of ideas can be impeded. At the societal level, legislative bodies of all kinds are expected to consider the legal and regulatory frameworks they put in place to support the free flow of information and ideas about the interests and concerns of citizens. At the institutional level, library and information services are expected to encourage the free flow of information and ideas within

the scope of their roles and responsibilities. At the individual level, citizens are expected to make informed decisions in exercising their rights and responsibilities.

The Australian Library and Information Association believes that library and information services have particular responsibilities in supporting and sustaining the free flow of information and ideas including:

1. asserting the equal and equitable rights of citizens to information regardless of age, race, gender, religion, disability, cultural identity, language, socioeconomic status, lifestyle choice, political allegiance or social viewpoint;
2. adopting an inclusive approach in developing and implementing policies regarding access to information and ideas that are relevant to the library and information service concerned, irrespective of the controversial nature of the information or ideas;
3. ensuring that their clients have access to information from a variety of sources and agencies to meet their needs and that a citizen's information needs are met independently of location and an ability to pay;
4. catering for interest in contemporary issues without promoting or suppressing particular beliefs and ideas;
5. protecting the confidential relationships that exist between the library and information service and its clients;
6. resisting attempts by individuals or groups within their communities to restrict access to information and ideas while at the same time recognising that powers of censorship are legally vested in state and federal governments;
7. observing laws and regulations governing access to information and ideas but working towards the amendment of those laws and regulations which inhibit library and information services in meeting the obligations and responsibilities outlined in this Statement.

Amended 2007, 2015

(Replaced "Free library services to all, freedom to read. Adopted 1971, amended 1979, 1985)

