

## 2.01.01 Library services

<b>Directorate</b>	Community, Environment and Planning
<b>Responsible Officer</b>	Manager Community and Cultural Services

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## 1 Introduction

### 1.1 Scope

Bega Valley Library services are an integral part of Council's community services, supporting the Bega Valley Shire as a learning community. Our libraries support the cultural, economic and social wellbeing of the Bega Valley and its communities. With libraries in Bega, Bermagui, Eden and Tura Beach, the shire is well serviced to meet the information needs of the community.

### 1.2 Purpose

Bega Valley Shire Council has a responsibility to provide a range of services and facilities for its community. Council strives to be efficient and innovative in the planning and delivery of all services and facilities across the shire.

#### 1.2.1 Bega Valley Shire Library Services Vision

To enrich the community through creative, future-focused library services, supporting lifelong learning and strong community connections.

#### 1.2.2 Bega Valley Shire Library Services Strategic Priorities

- **Active Connections:** To build participation through strong collaborations and the creation of inclusive community hubs
- **Inspiring Spaces:** To foster innovation through cutting edge technologies, multipurpose spaces and functional design
- **Dynamic Collections:** To provide contemporary and relevant collections for all users
- **Lifelong Learning and Creativity:** To stimulate a culture of lifelong learning, exploration and creativity
- **Sustainability:** To demonstrate sustainable practices across all aspects of the library service

## 2 Definitions

Nil

## 3 Legislation

*NSW Library Act 1939*

## 4 Implementation

This policy guides the rights and responsibilities inherent with library membership and the process and procedures the library service employs to ensure the ongoing fair and equitable access for all members and visitors.

## 4.1 Library membership

### 4.1.1 Membership eligibility

Library membership is required in order to borrow resources, reserve items and access electronic resources remotely. A membership card is supplied upon signing up as a member.

Proof of current residence or ratepayer status in the Bega Valley Shire is a requirement for membership along with a second form of identification.

Alternatively, reciprocal membership is available to any Australian resident on presentation of a current library card from another public library within Australia accompanied by a second form of identification.

Membership is available to people without a permanent home on request.

### 4.1.2 Membership cards

Physical or digital membership must be produced to borrow resources, onsite or offsite, and to access computers. Lost or damaged cards can be replaced at the library for a small fee.

### 4.1.3 Membership categories

Junior member: A child under the age of 12

Youth: A young person between the ages of 12 and 18

Adult: Anyone above the age 18

### 4.1.4 Guarantor

The library requires a guarantor for those under 16, defined as a parent or legal guardian.

Independent minors can join the library without a guarantor or legal guardian upon request.

### 4.1.5 Re-registration of borrowers

A system generated re-registration reminder applies to membership every 2 years. Reciprocal membership is valid for 12 months.

### 4.1.6 Borrowing library resources

All adult, junior and youth members can borrow up to a total of 30 items within the limits in the table below.

Material	Loan period	Maximum items	Renewals
Books	28 days	30	2
DVDs	28 days	30	2
Magazines	28 days	30	2
Audiobooks on CD	28 days	30	2
Fast back books	14 days	30	0
E-books, e-audios	7-21 days	Varies depending on e-resource supplier	Varies depending

			on e- resource supplier
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Reciprocal members can borrow up to a total of 10 items within the limits listed below.

Material	Loan period	Maximum items	Renewals
Books	28 days	10	0
DVDs, Audiobooks on CD, Fast back books	14 days	10	0
Magazines	28 days	10	0

#### 4.1.7 Unacceptable behaviour

Library members are expected to behave in a manner that does not adversely affect other people or staff and respects the proper use and enjoyment of library facilities and resources.

Unacceptable behaviour will be dealt with by way of verbal warning, exclusion from the library and in severe cases, banning from accessing the library for a period of up to three years.

Unacceptable behaviour includes (but is not limited to):

- disorderly, indecent or offensive behaviour
- causing distress or fear to persons or staff, threatening or harassment, verbal or physical
- disrupting others or library operations
- being in an illicit drug affected or intoxicated manner
- smoking or vaping within the premises
- display of objectionable or offensive materials
- misuse of library equipment, technology or assets
- excessive noise
- operate or solicit without Council approval – including distributing surveys, petitions or hawking
- leaving minors unattended and unsupervised.

All library staff have the authority to request a person cease unacceptable behaviour and the authority to exclude a person for a period of 24-hours.

The Library Services Coordinator or Manager of Community and Cultural Services can apply bans for longer periods of time for serious and sustained actions or repeated incidences of unacceptable behaviour where warnings have been ignored.

Threats of violence, both verbal and/or physical, or threats to the safety of people will result in immediate police involvement.

## 4.2 Appeals process

A person can appeal a ban or make a complaint to the Library Coordinator in writing within seven days of the action. A ban may be revoked or reduced on appeal. Serious offences leading to lengthy bans will be escalated to a senior Council staff representative to review if an appeal is requested.

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### 4.3 Overdue, lost or damaged items

Library members are notified of their overdue loans by email, SMS or letter to:

- enable the library to regularly account for library items which are Council assets
- make library items accessible to all library members in a timely and equitable manner and to enable the reserve system to operate efficiently
- send overdue notices to members as per Procedure 2.01.02 Overdue Materials
- inform members they will be charged a replacement cost including a processing fee for lost or damaged items.

### 4.4 Computer use agreement

- Library membership cards or guest passes are required to access computers and the internet. WIFI is available for free. The download of data will be monitored.
- Material which others may find offensive is NOT to be accessed on library computers. Failure to use the internet appropriately and responsibly will result in the loss of internet privileges. All Bega Valley Shire Council computers are monitored.
- Public access computers are for public use and as such Bega Valley Shire Council cannot guarantee confidentiality of any information that may be entered, sent or received.
- All printing is to be paid for at the loans desk before it is released to the printer for collection.
- Computer use may be restricted to a maximum of one hour per day, per member, dependent on demand.
- Technical problems experienced in accessing some sites or material may be due to firewalls and other Council security measures and are beyond the control of library staff.
- Staff are only available to assist users with internet access when staffing levels permit.
- Bega Valley Shire Council is not liable for the use of information obtained from the internet, nor the manner in which material may be used.

### 4.5 Document Delivery Service

Bega Valley Shire Library offers a Document Delivery Service to library members to meet information needs the library cannot provide because the materials fall outside of the scope of the collection development plan or budgetary constraints. In turn, the library participates in resource sharing to other Australian libraries to meet the information needs of the Australian community by following the policies and guidelines in the current Australian Inter Library Resource Sharing (IRLS) Code).

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## 4.6 Outgoing Document Delivery Requests

### 4.6.1 Collections available for loan

Bega Valley Shire Library will lend fiction, non-fiction, large print, audio book and audio visual collections resources to Australian libraries. Some resources are restricted as outlined below:

- Microfilms, newspapers and serials are not available for inter library loan.
- Items in poor or fragile condition will not be available for inter library loan.
- Materials in high demand by Bega Valley Shire library borrowers will not be available for inter library loan.
- Non-unique Local History Collection items in good condition may be lent at the discretion of Library Staff.

### 4.6.2 Processing requests

The Document Delivery Officer will respond to requests as per Inter Library Resource Sharing (ILRS) service level standards, namely requests will be responded to or dispatched within the following maximum turnaround times:

- Core requests – 4 days
- Rush requests – 24 hours
- Express requests – 2 hours

### 4.6.3 Loan conditions

The standard loan period for an inter library loan is 6 weeks to allow for delivery periods of up to one week to/from our remote location. One renewal of 3 weeks is allowed if the item is not in demand.. Other loan periods need to be negotiated with the Document Delivery Officer. Loans may be recalled after 4 weeks if required urgently by a Bega Valley Shire library member.

### 4.6.4 Dispatch of loans

Bega Valley Shire Library sends all library materials by postal delivery, packaged to prevent damage. Return delivery costs are the responsibility of the requesting library.

### 4.6.5 Loan fees

The library applies the standard fees and charges as outlined in the Australian Inter Library Resource Sharing (LRS) Code, providing free reciprocal lending to other NSW Public Libraries. Billing will be processed via the Libraries Australia Document Delivery system, with invoices generated by National Library of Australia.

### 4.6.6 Overdue, damaged and lost inter library loans

Requesting libraries will be notified of overdue item by email or phone call.

It is the responsibility of requesting libraries to pay all charges associated with lost or damaged items, namely the replacement cost plus a processing fee. The processing fee can be found in Council's Fees and Charges on the Council website.

### 4.6.7 Copy requests

Bega Valley Shire Library will only fulfil copy requests, print or electronic, that comply with the *Copyright Act 1968*.

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## 4.7 Incoming Document Delivery Requests

### 4.7.1 Requests

Requests are available to Bega Valley Shire Library members. Visitors and reciprocal borrowers should approach their home library for document delivery services.

### 4.7.2 Loan conditions

The borrower accepts the loan conditions determined by the policies of the supplying library. Borrowers are responsible for the care of lent resources, as well as overdue fees and damage/replacement charges incurred.

### 4.7.3 Copy requests

Borrowers are required to comply with the *Copyright Act 1968* for copy requests, print or electronic.

### 4.7.4 Loan fees

Library members are charged at a base fee as prescribed in Council's Fees and Charges, including bulk requests, to provide the searching service, however, additional charges will be incurred if the resource is supplied by a library other than a NSW Public Library. Borrowers agree to the charges at the time of Document Delivery request.

### 4.7.5 Renewals

Requests for renewals should be placed with the Document Delivery team before the due date. Renewals are provided at the discretion of the supplying library.

### 4.7.6 Overdue, damaged and lost loans

It is the responsibility of borrowers to pay all charges associated with overdue, lost or damaged resources, including administration fees.

## 4.8 Collection Development and Management

### 4.8.1 Definition

The process by which information, educational, recreational and cultural resource materials are selected, acquired, managed and discarded in order to meet the library's aims and objectives.

The Collection Management Plan 2023-2025 can be accessed here:

[https://library.begavalley.nsw.gov.au/cp\\_themes/default/page.asp?p=DOC-SUK-05-80-61](https://library.begavalley.nsw.gov.au/cp_themes/default/page.asp?p=DOC-SUK-05-80-61)

## 4.9 Library programs

### 4.9.1 Definition

A library program is an ongoing series of activities provided by library staff in partnership with other community or business organisations and usually related to a particular library service, collection or population demographic.

Programs aim to provide the community with inclusive, accessible, cost-effective and enjoyable opportunities for life-long learning, recreation or social connection. New services and programs are planned and developed according to the changing needs of the community. They can include children's story times, discussion groups, computer classes, talks, workshops and seminars.



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## 4.9.2 Home Library Service

The Home Library Service is available to residents of the Bega Valley Shire who are unable to visit the library due to age, illness, isolation, limited transport or disability. The service is provided free of charge, and is supported by the contribution of volunteer workers. Please note there may be a waiting list, depending on the availability of suitable volunteers.

### 4.9.2.1 Eligibility

Eligibility criteria must be met to qualify for the home library service.

Criteria for being eligible for home library services require people to be experiencing any of the two following:

- little or no connectivity
- over 65 years of age
- live alone
- have transport issues
- have a health vulnerability
- have a disability.

### 4.9.2.2 Delivery

Items are delivered every 4 weeks by volunteer drivers to your home or aged-care facility. The previously borrowed items will be collected and returned to the library. Library bags will be provided. Volunteers are identified by their Bega Valley Shire Library volunteer badge. Please note that adverse weather conditions and Government Public Health Orders may impact delivery.

## 4.10 Technology Training Programs

These programs aim to deliver low cost technology training to all members of the community to develop skills to:

- use the latest technology to access information and services quickly and confidently
- be socially connected and interact with the community, family and friends online
- maintain social participation to support good health and wellbeing.

## 4.11 Children's Services

### 4.11.1 Rhyme Time

This program is for children 2 years and under. Rhyme Time provides a program of singing, using repetitive words, action songs and dancing to build literacy skills. The objective is to familiarise children with books and libraries and what they offer from newborns; to encourage new parents to introduce books from an early age; to give parents resources and skills to read to their child; and to make them aware of the resources and services that a library can provide.

Research shows that children under 5 who are read to 6-7 times per week are 12 months more advanced than children who are not read to. Libraries play a crucial role in providing the resources and programs to support early literacy.

#### 4.11.2 Story Time

This program is for preschool age (3 – 5 years) children and aims to introduce them to stories, books and reading before going to school. The program promotes early learning, language recognition, cognitive development and builds comprehension.

#### 4.11.3 Summer Reading Program

This program aims to encourage children to continue reading over the big summer break.

### 4.12 University of Wollongong partnership

The Bega Valley Shire Council and University of Wollongong (UOW) operate in an integrated and cooperative manner to achieve the mutual support and advantage of all parties and to ensure the most effective and efficient use of resources.

#### 4.12.1 Objectives

- UOW Library is committed to providing its clients with access to required scholarly content and research and information support services to meet curriculum needs.
- These services and resources will be of a high and equivalent standard.

The Bega Valley Shire Council supports the objectives of the UOW library through the provision of timely and cost-effective access to scholarly information required by UOW students and staff to conduct their core work, including access to library facilities and systems, accommodating and maintaining the academic collection, and providing information and support services for UOW clients.

## 5 References and Related Documents

Australian Library and Information Association (2018). Statement on free access to information. Available from: [ALIA free access to information statement | ALIA Library](#)

The Library Council of New South Wales [LCNSW] Access to Access to Information in NSW

Public Libraries: Library Council Guideline Available from: [Library Council Guidelines \(nsw.gov.au\)](#)

State Library of New South Wales (2007). Access to information in New South Wales public libraries: Library Council of New South Wales Guideline. Available from: [Censorship \(nsw.gov.au\)](#)

Australian Library and Information Association (2021). APLA/ALIA Standards and Guidelines for Australian Public Libraries. Available from: [APLA-ALIA Standards and Guidelines for Australian Public Libraries, May 2021 | ALIA Library](#)

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