

Division / Branch	Environment and Human Services / Hornsby Shire Library and Information Service
Responsible Officer	Manager, Library and Information Services
Endorsed by General Manager / ExCo on	7 August 2013
Amendment History	
Related Determinations / Policies	Library Programs, Exhibitions and Displays Determination Library Collection Development Determination
TRIM Folder	F2010/00025

Introduction

This determination documents the principles which support effective and consistent management of Hornsby Shire Council's Library and Information Services in accordance with relevant legislation including the Library Act and related regulations and guidelines. The determination has also been informed by relevant policy statements published by the Australian Library and Information Association (ALIA), the Library Council of NSW, and the International Federation of Library Associations (IFLA).

Responsibility

Responsibility for the Library Determination rests with the Manager, Library and Information Services who may delegate the responsibility to various staff members with particular subject, genre, resource or professional experience.

Determination

The aim of this determination is to make clear to all Council officials, including councillors, members of staff, delegates of Council and members of the public the framework for the management of Hornsby Shire Libraries and explain the terms and conditions of these activities.

Procedures

1. LIBRARY MEMBERSHIP AND CUSTOMER USE OF LIBRARIES

Membership and customer use of libraries provides equitable access to information and information services for members of the Hornsby Shire community.

1.1 Eligibility for Library Membership/Use of Library facilities

- (a) The Library and Information Service is available to any person who wishes to use the resources and facilities
- (b) Any person who is a resident of the Shire or a ratepayer of the Council, upon application, may borrow resources from the library, without charge, unless subject to other specific library regulations. Under the terms of the NSW Public Libraries' Reciprocal Borrowing Agreement

persons from other local government areas which are signatories to the Agreement may borrow from the library.

- (c) Applicants for membership must sign a declaration to abide by the Library determination.
- (d) Each member may have only one active card which must be presented when borrowing.
- (e) When joining the Library, proof of current residential address must be provided. Library membership application forms for people under the age of 18 years must also be signed by the applicant's parent or guardian.
- (f) Children under 10 years should be accompanied by an adult at all times. Library staff will exercise reasonable duty of care but accept no responsibility for the safety of children left unattended. Children left unattended may be referred to the NSW Police.
- (g) Members must notify the Library of any change of address or contact details.
- (h) Members are responsible for any charges or fines associated with their use of Library services, as determined by Council.
- (i) Members are responsible for any items borrowed on their library card.

1.2 Borrowing conditions

- (a) The Manager Library and Information Services will determine:
 - the number of items which may be borrowed at any one time
 - the period of loan
 - guidelines for the renewal of items on loan
- (b) Borrowing rights may be withdrawn from persons who
 - have failed to return resources within three months of becoming due. Rights will be restored only after the items have been returned and associated charges paid, or the original purchase price plus service charge has been paid.
 - have not paid any library fees and charges. Rights will be restored only after all charges have been paid in full.
- (c) Members will pay the original purchase price plus a service charge for any lost or damaged items borrowed on the authority of their membership.
- (d) In accordance with legal requirements members must have identification indicating their age when borrowing items classified as MA15+ or above.

1.3 Conditions of Use of Library facilities

- (a) Smoking and/or use of drugs are forbidden within the library area.
- (b) All customers must adhere to the Library Code of Conduct, which is displayed in all libraries.
- (c) The consumption of food and drink should not inconvenience other customers or damage resources.

- (d) Discussion and the use of mobile phones in the library should not disturb other Library customers.
- (e) Behaviour and conduct in the Library should not disturb or offend other Library customers.
- (f) Any behaviour which causes damage to Library property may result in a period of exclusion from the Library or suspension of library services.
- (g) Library staff will refer unlawful behaviour to the NSW Police.
- (h) All users of the library must comply with any reasonable direction of the Officer in Charge.
- (i) Any person who does not comply with the conditions of use may be asked to leave the premises and pay for damages caused, as applicable.
- (j) If the personal hygiene or dress of a library customer is likely to give offence he or she may be asked to leave the library.
- (k) Use of Library power points compromising or potentially compromising safety or considered to be detrimental to Library services will not be tolerated.
- (l) Users of the Library and or library services may be suspended by the Manager, Library and Information Services for breaches of the conditions of use.
- (m) Tutoring in the library for commercial gain is permitted only in the meeting rooms at Hornsby Central Library.

1.4 Fees and charges

- (a) Fees and charges are reviewed annually and are determined by resolution of Council (see Council's Fees and Charges document for the appropriate year).
- (b) Borrowing privileges may be suspended if a borrower has outstanding fees and charges.

2. ACCESS TO LIBRARY AND INFORMATION SERVICES

2.1 Opening hours

- (a) Hours of opening shall be determined by Council's Executive Committee.
- (b) Hornsby Shire Libraries are closed on public holidays including the entire Easter break. Restricted hours, as determined by the Manager, Library and Information Services, will operate between Christmas Eve and New Year.

2.2 Reference and Information Services

- (a) Information is supplied within available resources to any person, regardless of place of residence.
- (b) Reference material is not available for loan, but may be used within the library.
- (c) Access to resources in other libraries is provided through the Inter Library Loan Service. Such access is subject to the policies of the lending library and may incur a fee.

2.3. Home Library Services

- (a) The Home Library Service is made available to residents of Hornsby Shire who are unable to visit the libraries owing to long term ill-health or incapacity. A waiting list may apply.
- (b) The service is supplied to individuals and to institutions such as nursing homes. Service to institutions is subject to a signed agreement between the Library and the institution stating the level of service and the obligations of the institution.

2.4. Adaptive Technology

Equipment and software is provided for people with a disability.

2.5 Membership of Library and Information Services organisations

- (a) Hornsby Shire Library and Information Service is a contributor to the Inter Library Loan Van Service, administered by the Public Libraries NSW – Metropolitan Association.
- (b) The Library is a member of Libraries Australia, Australian Library and Information Association and the Public Libraries NSW – Metropolitan Association.
- (c) The Manager Library Services and a nominated Councillor are Council's representatives on the Public Libraries NSW – Metropolitan Association.
- (d) The Library holds Institutional Membership with the Australian Library and Information Association and the manager is the Nominated Representative.

3. LIBRARY FACILITIES

3.1. Use of Notice Boards

- (a) Priority will be given to display of material for sporting, recreational, arts, health, educational and cultural activities held within Hornsby Shire. Notices of such activities not pertaining to the local area will be displayed only when space permits.
- (b) Material in languages other than English will be displayed providing an accurate English translation is also submitted.
- (c) Personal messages, including 'for sale' notices, will not be displayed.
- (d) Government publications and notices will be displayed, space permitting.
- (e) Items which advocate a particular religious organisation or political party will not be displayed
- (f) Notices will not be displayed if the size is unreasonable.
- (g) Surveys, petitions and items of a controversial nature will not be displayed.
- (h) Material which is in breach of relevant legislation such as anti-discrimination, racial vilification, offensive behaviour and defamation will not be displayed.
- (i) Display of material will be at the discretion of the Manager, Library and Information Services.

3.2 Library Meeting Rooms

- (a) Applications for hire of the meeting rooms must be made in writing on the specified form. The Library has the right to accept or refuse any or all applications for hire of the Library meeting rooms, at the discretion of the Manager, Library and Information Services
- (b) Activities or types of hirers in the following categories are excluded from Council's Casual Hirers public liability insurance policy:
- Profit making/commercial activities
 - Stall holders
 - Sporting groups
 - Associations of any kind
 - Incorporated bodies.

Hirers who fall into these categories need to provide documented proof of a current public liability insurance policy with a minimum public liability cover of \$20 million.

- (c) Charges for use of the meeting rooms will be made in two categories:
- Commercial: for Government Departments, and any individual, group or organisation that charges for services;
 - Non-Profit: for community groups, charities, self help groups etc.

The rates for these categories are listed in the current Council Fees and Charges document.

- (d) Payment of meeting room fees is to be made by cash, online or cheque before the meeting.
- (e) Set up of the meeting room is the responsibility of the hirer and must be undertaken within the period of the hire.
- (f) Facilities must be left in a clean and tidy condition, otherwise additional fees will be charged.
- (g) Bookings cancelled less than seven (7) days in advance will be charged the full hire fee.
- (h) Bookings may be made for a year with the understanding that the rates are subject to annual review.
- (i) Rates for the rooms are applied from the Council fees and charges document and are subject to review. Charges are applied from 1st July each year.
- (j) Bookings may be made for a year with the understanding that if the meeting room is required for a special function, the booking may be renegotiated or moved to an alternative venue within the Library.
- (k) Bookings will be taken from 1st September for the following calendar year.
- (l) Same day casual hire is available if the meeting room is not in use.
- (m) The rooms can be hired from 10am on weekdays, 9.30am on Saturdays and 2pm on Sundays. Rooms must be vacated by 8.45pm weekdays and 4.45pm on weekends.
- (n) Smoking is not permitted on Library premises, including the meeting rooms.

3.3 Study Rooms

Study rooms are for study purposes only. If customers require a room for other purposes such as tutoring sessions or conducting interviews, the Library meeting rooms are available for hire.

3.4 Conditions for use of computer equipment

- (a) The Library is not responsible for the content, accuracy and validity of information on Internet sites accessed through library computers.
- (b) The choice of Internet sites is the responsibility of the computer user.
- (c) Parents and guardians are responsible for their children's selection and use of resources, including the Internet. Children under the age of 18 must have their library card present when they book to use a computer.
- (d) Conditions of use of library computers are specified in the brochure, Internet Services. This document is available in all Shire Libraries. The specified conditions apply to all users of computers.
- (e) Content filtering has been installed on all computers. Every effort has been made to exclude inappropriate sites. However we accept no responsibility for the content of sites displayed.

3.5 Wireless Internet Service

- (a) Hornsby Shire Libraries offers wireless access to the internet for customer to use with their own laptops or other equipment.
- (b) All customers must adhere to the Library's conditions of computer use outlined in the brochure Internet **Services**.
- (c) The service is provided on an "as is" basis through a third party provider. Speed may vary.
- (e) Anti-virus, security and privacy protection are the responsibility of the user. The Library assumes no responsibility for any of the same, direct or indirect, arising from use of particular sites.
- (f) Hornsby Libraries do not accept responsibility for any loss of data resulting from delays, non-deliveries, service interruption, technical difficulties or transmission of viruses.
- (g) Limits for downloads and time spent using the Wireless service is at the digression of the Manager, Library and Information Services.

4. **LIBRARY VOLUNTEERS**

Hornsby Library and Information Services value the assistance of volunteers for tasks and services which the library would not otherwise be able to provide or to complement existing services and programs.

To apply for a volunteer position applicants need to complete an expression of interest form. At the library:

- (a) Volunteers are of their own free will seeking to assist the community. They do not seek monetary award or for reimbursement for their service. Volunteering should not be seen as a preliminary step to gaining employment with Council.

- (b) All applications will be evaluated on the skills or tasks that can be preformed. There will be an interview and referee checked conducted.
- (c) Volunteers will undergo an induction to the policies and procedures for volunteering.
- (d) Volunteers must follow Hornsby Shire Council's Code of Conduct, The Library's Code of Conduct, Councils Customer Service and Presentation guidelines and adhere to Council's WH&S guidelines.
- (e) Volunteers will have an initial 2 month trial period, followed by periodic reviews.
- (f) Council reserves the right to change or recommend termination of a volunteer's placement.

Applicability

This guideline and procedures applies to the management of the Library Service.

Variation

Council reserves the right to vary or revoke this determination. Variations will be communicated to staff and members of the public.

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