# Library Service Policy

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<th>Classification:</th>
<th>Council Policy</th>
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<td>Policy Name:</td>
<td>Library Service</td>
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<td>24 March 2015 (C10105)</td>
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<tr>
<td>Responsible Officer:</td>
<td>General Manager Urban and Community</td>
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<td>Relevant Legislation:</td>
<td>Broadcasting Services Act 1992 (Commonwealth)</td>
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<td>Children’s Protection Act 1993</td>
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<td>Classification Act (1995) Publications, Film and Computer Games</td>
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<td>Copyright Amendment (Digital Agents) Act 2000</td>
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<td>Copyright Act 1968 (Commonwealth)</td>
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<td>Disability Discrimination Act 1992 (Commonwealth)</td>
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<td>Disability Inclusion Act 2018</td>
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<td>Equal Opportunity Act 1984</td>
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<td>Freedom of Information Act 1991</td>
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<td>Libraries Act 1982</td>
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<td>Libraries Regulations 2013</td>
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<td>Local Government Act 1999</td>
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<td>SA Health Plan 2019-2024</td>
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<tr>
<td>Related Policies:</td>
<td>Australian Library and Information Association- Statement on free access to information, amended 2007</td>
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<td>Australian Library and Information Association- Statement on Library and information services for people with a disability, amended 2009</td>
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<td>Australian Library and Information Association- Statement on public library services, amended 2009</td>
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<td>Volunteer Policy</td>
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<td>Customer Service and Public Interaction Policy</td>
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<td>Arts, Culture, Heritage and Recreation Policy</td>
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<td>Community Access, Inclusion and Participation Policy</td>
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## 1. Introduction

1.1. The Burnside Library is an exciting, informative and welcoming community space. The aim of the Library service is to ensure all people, regardless of ethnicity, gender, age or socio-economic status can access a range of materials for education or leisure. The public library is one of the council services available, which provides a welcoming third place for all members of the community.
1.2. The Library engages the community offering people the opportunity to learn, create, connect and enjoy a range of innovative, extensive and interesting programs, services, events and collections.

1.3. The City of Burnside is a member of the Public Library System One Card Library Management System which has allowed borrowers access to millions of Library items from other libraries across the state.

1.4. The Library uses RFID technology (Radio Frequency Identification) to enhance and streamline its client interactions. RFID offers greater security and privacy for our patrons.

1.5. Connecting our communities underpins all library activities.

2. Strategic Plan Desired Outcomes

2.1 A vibrant and diverse community that has a strong sense of belonging and wellbeing.

2.2 A community that can access a range of formal and informal education, information, public health and other services and opportunities to enhance their lives.

2.3 A safe community that values and supports its people.

2.4 Our community is actively engaged and involved in shaping the City’s future.

2.5 A financially sound Council that is accountable, responsible and sustainable.

2.6 Connected Communities Strategy 2017-2021:
   2.6.1 Place-making and development of enduring community relationships;
   2.6.2 Community conversations to inform future needs and wants;
   2.6.3 Increasing opportunities for community and cultural participation;
   2.6.4 Recreational facilities and services for youth;
   2.6.5 Creation and activation of community spaces; and
   2.6.6 Provision of both active and passive recreational opportunities.

3 Our Approach

3.1 Encourage volunteering in the community.

3.2 Provide opportunities for people to connect and interact locally.

3.3 Facilitate and advocate for the provision of education, health and other support services and resources to residents, particularly those most in need.

3.4 Library, swimming centre and community centres as a resource to meet local needs and enliven activity, supporting all age groups.

3.5 Share and celebrate cultural and social diversity through local events, programs and projects

3.6 Encourage residents to participate in artistic, creative and lifelong learning pursuits.
3.7 Provide opportunities for the community to engage and participate in Council’s decision making activities.

3.8 Improve Council’s understanding of community views and its performance as rated by the Burnside community.

3.9 Sufficient resources to meet current and future needs of the community.

4. Legislative Requirements and Corporate Policy Context

4.1 The Library receives a subsidy for the purchase of materials from the State Government under the Libraries Act 1982 and is required to follow the funding guidelines and procedures with respect to the availability of Library materials and resources.

4.2 Use by the public of Library photocopiers, and computer facilities is subject to the Copyright Act 1968 (Cth).

4.3 Access to library buildings, services and facilities is equally available to all library users in accordance with State and Federal anti-discrimination legislation and the applicable policy statements from the Australian Library and Information service.

4.4 The Library service is managed in accordance with other Council polices; library management protocol, library procedures and other applicable State and Federal legislation.

4.5 Council’s Library services will incorporate requirements of the Disability Discrimination Act 1992, the Disability Inclusion Act 2018 and Council’s Community Access, Inclusion and Participation Policy.

5. Interpretation

5.1 For the purpose of this policy:

5.1.1 “Third Place” is a space where people spend time between work / school / university / TAFE and home.

6. Policy

6.1 Membership and Borrowing

6.1.1 Library membership is open to:

6.1.1.1 Residents of South Australia who meet the following identification requirements:

6.1.1.1.1 Identification which includes name, current address and a signature (for example a driver’s licence, student ID card, rental agreement);

6.1.1.2 Persons between the ages of 16 and 18 years who are living independently and can provide proof of their independent status and current address.

6.1.1.3 Overseas or interstate visitors who access the Library multiple times for less than three months, or people who are not able to show current address identification, are eligible for short term borrower rights.
6.1.1.4 The terms and conditions of membership including loan limits, loan periods, fees, liability for loss or damage and overdue item procedures may be determined by the Chief Executive Officer from time to time. Borrowers will be advised of any changes in membership by information displayed in the Library.

6.2 Collection
6.2.1 The Library provides access to a range of materials and services including:
- Books
- Digital Video Discs (DVD's), Compact Discs (CD's), Blu-Ray Discs
- Magazines and newspapers
- Audiobooks
- Toy Library
- Home Library Service
- Electronic books
- Console games
- Large print books, Graphic novels
- Sheet music
- Online databases
- Photocopier, shredder, printing and scanning

6.2.2 The Library strives to keep abreast of current trends in technology so it meets the changing needs of the community in relation to the collection and service delivery.

6.3 Public Computer and Internet Access
6.3.1 The Library has available for members: personal computers with Internet access and Microsoft Office software; wireless Internet access for members with their wifi-enabled devices and computer games consoles. Tampering with or modifying library equipment is prohibited.

6.3.2 The Public PC and Internet Policy (as determined by the Chief Executive Officer from time to time) govern use of these facilities, in conjunction with applicable legislation including the Copyright Act 1968 and the Classification (Publications, Films and Computer Games) Act 1995.

6.4 Home Library Service
6.4.1 The Library operates a Home Library Service for residents of Burnside who find it difficult to access the main library. Eligibility for the service is determined by the Home Library Service Coordinator.

6.4.2 Those who are eligible for the Home Library Service may also use the main Library at any time.

6.5 Local History
6.5.1 The Library will maintain and preserve in a special collection, material relating to the City of Burnside and its history.

6.5.2 The objectives of the collection are to provide a balanced collection of material relevant to Burnside; provide a secure and permanent storage for the relevant material; make the material available to the public.
6.5.3 Due to the nature of the material, it is not available for loan or display outside the Library.

6.6 Toy Library

6.6.1 The Burnside Library maintains a Toy Library service. The Toy Library enables families and groups the opportunity to borrow toys, puzzles and games. Membership of the Toy Library is separate to the main library and attracts fees which are reviewed annually and published in the Annual Schedule of Fees and Charges.

7. Grievances

7.1 Any grievances in relation to this Policy or its application should be forwarded in writing to the General Manager, Urban and Community, City of Burnside.

8. Review and Authority

8.1 This Policy will be reviewed every two years in line with Council’s Policy and Protocols Framework.

9. Availability

9.1 This Policy is available to be downloaded free of charge, from Council’s website www.burnside.sa.gov.au/Council/Policies.

9.2 This Policy will be available for inspection without charge at the Civic Centre during ordinary business hours and a copy may be purchased at a fee as set annually by Council.

City of Burnside Civic Centre, 401 Greenhill Road, Tusmore SA 5065
Telephone 08 8366 4200, Fax 08 8366 4299, Email burnside@burnside.sa.gov.au
Office hours: Monday to Friday, 8.30am to 5.00pm (except public holidays).

10. Further information

For further information about this policy please contact:

City of Burnside
401 Greenhill Road
TUSMORE SA 5065
Tel. 08 8366 4299