

Draft Library Membership and Use Policy

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1. Purpose

The purpose of this policy is to establish a framework for operating library facilities and services to ensure free and equitable access for all members of the public.

It aims to:

- Establish principles for the provision of library services to ensure free and equitable access
- Establish terms and conditions of use and library membership for members of the public to abide by, to ensure the community's shared library facilities, resources and services may be enjoyed by all.

2. Scope

This policy applies to all members of the public who use the City of Canada Bay Library Service, and City of Canada Bay staff and volunteers. Updates and/or changes to membership and usage rules may be made from time to time in line with Council's policies, guidelines, and relevant delegations of authority.

3. Definitions

Term	Meaning
City of Canada Bay Library Service or the Library	Refers to Concord Library, Five Dock Library and The Learning Space, Rhodes and the resources and services provided by and within them.
Collections	Refers to all print and non-print material and electronic materials held at the City of Canada Bay Library Service.
Library members	Refers to members of the public that have joined the Library as full or online members.
Library visitors	Refers to any members of the public who use the Library including library members, non-members, and general visitors.
Staff	Refers to City of Canada Bay Council employees, contractors and volunteers that undertake tasks and deliver services.

4. Policy principles

4.1 Free and equitable access

The Library facilities resources and services are provided in accordance with the Australian Library and Information Association's (ALIA) *Statement on Public Library Services*:

Public libraries welcome everyone. Core services are free at the point of delivery, and the aim of library teams is to reduce any barriers to engagement for people from diverse backgrounds and to promote equity of access to information, activities and resources.

Public libraries are agile and embrace a variety of roles. They support literacy and reading for pleasure; lifelong learning; arts, culture and local heritage; cybersafety and digital inclusion. They promote the work of Australian writers and creators; provide safe spaces for meetings, study, work and relaxation; ensure that people have freedom of access to the information they need for personal development, health, wellbeing and active participation in our democratic society, and help people connect with eovernment.

The full statement is available here:

<https://www.alia.org.au/Web/Research-and-Publications/Policies/Statement-on-public-library-services.aspx>

4.2 Responsibilities of staff and visitors

4.2.1 Library staff responsibilities

- To be professional, honest and polite in dealing with the public
- Actively listen and show empathy
- Provide timely and accurate information
- Provide guidance to accessing Library services and collections
- Aim to resolve matters promptly and keep you informed
- Respect and maintain your privacy
- Treat you with courtesy fairness and respect
- Provide a safe, accessible and inclusive public space where everyone is welcome
- Provide assistance relating to information technology and library resources
- Provide opportunities to share your knowledge and skills with us to improve services, Collections and programs
- Comply with Council's *Children and Young Persons Protection Policy* and *Child Safe Code of Conduct*
- Ask Library visitors to leave if they are not behaving in accordance with the policy and guidelines
- Suspend library membership and/or access to Council's facilities if there is a breach of the policy and guidelines.

4.2.2 Library user's responsibilities

The Library is a public, shared facility and requires all visitors to behave in a respectful manner and comply with the policy and guidelines at all times, including meeting the following conditions:

- The library member's card (either physical or electronic version) must be presented to access library resources, including printing and copying
- Returning borrowed items complete, undamaged and on time
- Paying replacement costs for damaged or lost items
- Adhering to all Council and Library policies
- Treating staff and other library members and visitors with respect and courtesy
- Behaving in a manner that does not disturb other library members and visitors
- Keeping valuable items with them at all times
- Informing library staff promptly of concerns relating to the behaviour of other members or visitors.

Library visitors are responsible for any fees and or costs associated with their misuse, damage or loss of library resources, facilities and equipment.

For personal protection and safety, CCTV cameras are installed throughout the Library, and are operated in accordance with the *NSW Government Policy Statement and Guidelines for the Establishment and Implementation of Closed Circuit Television (CCTV) in Public Places 2014*.

4.2.3 Conditions of use

- Members and visitors must abide by Council's *Child Safe Code of Conduct* (appendix to Council's *Children and Young Person Protection Policy*), displayed in all Council libraries
- Treat fellow members, visitors and library staff with respect and courtesy
 - Unsociable behaviour, including excessive noise and harassing members,

visitors or staff, is not acceptable

- Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety, and the interests of other members and visitors using library facilities
- Maintain a quiet environment in any study areas of the Library
 - Disruptive behaviour and excessive noise are not acceptable
- Mobile phones and personal audio devices should be used with consideration of others
 - Study areas within the Library are quiet spaces; therefore, phones should be turned to silent mode
- Take care of Library collections, equipment and furniture
 - Damaging library resources or equipment through marking, cutting or tampering with security tags is not acceptable
- Ensure library material is not hidden or deliberately misplaced
- Leave the Library when requested at closing time and during emergency procedures
- Assistance and therapy animals are welcomed; all other pets are excluded
- Food and drink are not to be consumed near any library computers or equipment
- Theft, vandalism, assault, carrying a weapon and other criminal offences may be investigated by NSW Police (CCTV footage may be requested by Police).

4.2.4 Exclusion from the Library

A library visitor or member may be excluded from the Library and will be prevented from accessing resources and services in circumstances where a breach of the policies and guidelines has occurred (refer to Appendix 1).

4.2.5 Supervision of children

- Children under the age of 10 years must be supervised by a parent/guardian
- Children 10 years or older may use the Library unattended, provided they are mature enough to follow library rules and observe the code of conduct
- Duty of care requires staff to contact a parent/guardian where a child up to the age of 12 years is unattended at the time the Library closes, so that immediate arrangements can be made by the child to safely leave the Library premises accompanied by a parent/guardian.

See also the City of Canada Bay's *Children, Young People and Library Services Policy* for more detail.

4.3 Membership

4.3.1 Membership eligibility

Membership of the City of Canada Bay Library Service is free to ratepayers and residents of the City of Canada Bay Local Government Area. Non-residents from within NSW are also eligible for membership in accordance with the *Reciprocal Borrowing Agreement*.

4.3.2 Categories of membership

The following categories of membership are available:

Category	Definition
Adult	18 years of age and over
Young Adult Restricted	16 to 17 years of age
Young Adult Limited	14 to 15 years of age
Junior	Up to 14 years of age
Housebound	Home Library Service
Online Self-registered	Access to eLibrary collections only

4.3.3 Membership application requirements

Applicants for library membership must complete an online membership application form and provide proof of their name and their current address. Electronic versions of identification may be provided. Acceptable forms of identification include, but are not limited to:

- Driver's licence or photo card with current address
- Council rates notice, rent receipt or lease agreement with current address
- Phone, water or electricity bill showing current address
- Social security or health insurance card with current address
- Bank statement, passbook or cheque book showing current address
- Motor registration with current address
- Student card with current address.

An application for membership by a child or young person under the age of 16 years must be supported by the signature of a parent or legal guardian. By signing the application, the parent/guardian agrees to assume responsibility for all materials borrowed on the card, as well as any associated fees or charges.

4.3.4 Membership number

New members will be assigned a temporary library membership number when joining online. This will provide immediate access to online resources. This number will be changed on conversion to full membership when identification is shown and a library card is issued.

4.3.5 Membership card replacement

A replacement fee is charged for a lost or stolen library membership card. Alternatively, an electronic version of the library card may be downloaded or accessed through the Library App free of charge. No fee is charged to replace a worn-out library card.

4.3.6 Membership renewal

Library members are required to renew their membership every three years. This allows the membership database to remain current and maintain an accurate listing of the Library's active members.

4.4 Loans

4.4.1 Library items and loan conditions

The Library circulates materials in a variety of formats, including books, audiobook MP3s, DVDs, music CDs, magazines, kits, School Collection, Read Now and electronic resources. Loan conditions apply to each category of material.

Loan limits, loan periods and the number of renewals are set using the following criteria:

- High demand
- Limited number of items in a collection
- Conditions agreed with vendors and any partner libraries within consortia.

Current loan limits, loan periods and number of renewals may be found on the Library's website or at any of the Library's locations.

Certain items are not available for loan, but may be used within the library locations; these include:

- Reference
- Family History
- Local History.

Library items can be returned to either Concord or Five Dock Libraries. Stem kits are loaned

during school holidays from The Learning Space, Rhodes.

The Library reserves the right to temporarily cease loan of particular items for specific needs and occasions; for example, the six-week period leading up to Children's Book Week, Book Week itself, and one (1) week after Book Week.

4.4.2 Overdue items

It is the responsibility of library members to return all items borrowed on their card by the due date. Borrowing and membership privileges will be suspended when items are fourteen (14) days overdue and until all overdue items are returned.

4.4.3 Overdue reminders

Library members may nominate to receive a courtesy email reminder three (3) days before the due date. A courtesy overdue item notification will be sent to the library member seven (7) days after the due date, and again 14 days after the due date if the item still has not been returned. After 28 days, an account will be sent for replacement costs and processing fees for each item.

4.4.4 Renewal of items on loan

Most Library items can be renewed a maximum of five times. Items cannot be renewed if a reservation has been placed by another library member, or if they are fourteen (14) or more days overdue. Renewal of items obtained from another library through the Interlibrary Loans Service is subject to the conditions of loan imposed by that lending library (refer to the Interlibrary Loans policy principles below).

Items can be renewed in the following ways:

- In person at any of the libraries
- By telephone
- By emailing library@canadabay.nsw.gov.au
- Via the self-check units at Concord and Five Dock Libraries
- Via the computer catalogues at Concord and Five Dock Libraries
- Via the Library catalogue webpage or Library App.

Library members renewing items via the Library's website will be required to enter their library card membership number and eight (8) digit password.

4.4.5 Lost or damaged items

Borrowed library items are the responsibility of the card holder. If a library item is lost and/or damaged whilst on loan, the card holder is responsible for the payment of any item replacement costs and associated processing fees as per the City of Canada Bay Council's *Schedule of Fees and Charges*. If the card holder is under sixteen (16) years of age, the responsibility lies with their parent/guardian.

Borrowing privileges will be suspended until full payment of the replacement cost and associated processing fee has been made. The replacement cost to be charged is the 'Current Cost' as shown on the lost/damaged item's record. An additional processing fee will also be added for each lost and/or damaged item.

Item replacement costs and any associated processing fees are non-refundable. Materials borrowed through Interlibrary Loan which are lost and/ or damaged are charged to the library member according to the invoice provided by the lending agency.

4.5 Home Library Service

The Home Library Service provides:

- A personalised service to individuals who are unable to access the Library due to illness or disability
- Bulk loans to residential facilities, such as hostels or nursing homes
- Service to residents who provide full-time care
- A temporary service for convalescing residents.

Home Library Service members have the same rights and access to all types of library materials as other library visitors and receive an equally high standard of service. Library staff will endeavour at all times to meet the information, recreation, cultural and/or education needs of the member through the delivery of Library materials or information sources, as this is the aim of the Home Library Service.

Materials will be chosen according to the individual's requirements, including preferred genres and authors; however, there will be times when all available preferences have already been provided. This will most likely apply to long term members, and in this circumstance, library staff will then choose the closest alternative using their experience and judgement. As far as possible, alternate selections will be made in consultation with members.

4.5.1 Home Library Service membership

Although membership of the City of Canada Bay Library Service is free to all residents and non-residents, Home Library Service membership is only available to eligible individuals or institutions within the City of Canada Bay. There are no age restrictions for this service.

All people who apply for the Home Library Service may be required to provide a written declaration from either a doctor or other health care professional stating that for medical, physical or carer responsibility reasons they are in need of a housebound service.

4.5.2 Responsibilities of Home Library Service members

- Each member is responsible for the materials delivered to them by the Library Outreach Support Officer, Library Programs or volunteer
- Any lost or damaged items should be reported promptly
 - Replacement of the item may be required in accordance with Council's *Schedule of Fees and Charges*
 - Any aids such as carry bags, magnifying tools or audio players remain the property of the City of Canada Bay Library Service, and are only on loan to the member while they remain a member of the service.
- If the member is going to be away from home when their visit is due, they should inform the Library Outreach Support Officer, Library Programs
 - Leaving the material in a safe and covered area is permitted if prior arrangements have been made.

4.6 Interlibrary loans

4.6.1 Interlibrary loan requests

The Interlibrary Loan Service ensures that library members have access to resources from other library services if the item is not available in the Library, not available for purchase or does not meet the selection criteria of the *Library Collections Policy*. Items are sourced from libraries across Australia, though primarily libraries within New South Wales and the State Library of New South Wales.

The Library is not usually able to borrow high-demand items, Local Studies material, English

language learning kits, International English Language Testing System (IELTS) material or recently published items, as most libraries will not lend this type of material due to high local demand.

4.6.2 Process for requesting interlibrary loans

- The *Interlibrary Loan Request* online form must be filled in for each item, with a limit of five (5) requests per month per member
- Items must be collected within seven (7) days of becoming available and returned to Concord or Five Dock Libraries
- The City of Canada Bay Library Service will charge a fee per item as per the Council's *Schedule of Fees and Charges*. This excludes State Library bulk loans for which no fee is charged
- The Interlibrary Loan Service provided for the basic fee listed in the City of Canada Bay's *Schedule of Fees and Charges* will only be requested on the 'core service' (four (4) working days, where 'working days' are measured in whole days)
- Items will be requested from the lending library within one (1) week; however, there may be a variety of circumstances, mostly external, affecting the timeframe of the item becoming available
- Additional charges from the lending institution for interlibrary loans will be the responsibility of the library member
- If 'Express' (2 hours) or 'Rush' (24 hours) services, as defined by the Australian Library and Information Association (ALIA) *Interlibrary Resource Sharing (ILRS) Code* are requested, additional charges from the lending institution, including delivery charges, will be the responsibility of the library member
- Conditions that may be imposed by the lending library include:
 - Loan periods on items sent to us are set by the lending library and vary from library to library
 - The loan period for the member is usually three (3) weeks, unless restricted by the lending library
 - Renewals are possible with permission of the lending library
 - The lending library may place restrictions on the items obtained, for example, to only used within the Library location, and these will be applied and communicated to the borrower
 - Charges for overdue, non-return, damage or loss of items will be in accordance with those set by the lending library and will be the responsibility of the library member
- Repeat late returns of interlibrary loan items will result in a member being barred from using the Interlibrary Loan Service.

4.6.3 Interlibrary bulk loan requests

Bulk loans are part of the Australian Interlibrary Resource Sharing (ILRS) initiative which allows libraries to source those materials that cannot be purchased because they fall outside the scope of the *Library Collections Policy*.

The most commonly requested bulk loans are for material in languages other than English. The Library holds collections of resources in a number of languages including Chinese, Greek, Italian and Korean. For languages we do not hold, the Library may request bulk orders from the State Library of New South Wales or other libraries in NSW, free of charge.

The [Community Languages Collection Directory](#) on the State Library of New South Wales website may be searched to find which language collections are available.

4.6.4 Requests from other libraries

The Library will lend books, music CDs and audiobooks to other libraries. Photocopies of articles will be made available, subject to compliance with the *Copyright Act 1968 (Cth)*. Charges for photocopied material will be applied in line with Council's *Schedule of Fees and Charges*.

The Library will not lend high demand items, reference material, Schools Collection, Local Studies material, English language learning kits, IELTS material or recently published items. Waiting lists for items within the City of Canada Bay Library Service will take precedence over requests from other libraries.

The loan period for interlibrary loans to other libraries is six (6) weeks. This may be renewed once, at a further period of three (3) weeks. Outward postage will be paid by the Library and return postage will be paid by the borrowing library.

The Library does not charge any Australian public libraries or other libraries who are reciprocal lenders for 'core service' interlibrary loans. Libraries who charge a lending fee are charged for loans from the Library. The Library may however place restrictions on items sent on interlibrary loan, for example, 'This item is for use in the library only'.

4.7 Access to information

Professionally trained staff will provide assistance in finding relevant, accurate and timely information from various sources, including print media, books, leaflets, magazines, newspapers and handouts, to respond to enquiries. Electronic resources, in the form of online databases and websites with authority and reputation via the internet, may also be used to respond to enquiries.

The Library can provide access to information but cannot give advice, for example legal information as opposed to legal advice. The Library cannot accept responsibility for any undesirable consequences as a result of a person acting on information received from the Library.

4.8 Public photocopying services

All fees and charges associated photocopying are incorporated in Council's *Schedule of Fees and Charges* and are subject to alteration resulting from annual review.

4.8.1 Legal responsibilities

- All staff, library members and visitors must ensure that they understand and comply with the legal restrictions and obligations under the [Copyright Act 1968 \(Cth\)](#)
- All library members and visitors must read and understand relevant information provided on signage in the Library
 - Library members and visitors are entirely responsible for any copyright infringement resulting directly or indirectly from their own actions
- Colour photocopying of legal documents, including currency, stamps, certificates, passports, driver's licences or any document that library staff consider may be fraudulently misused, is not permitted on library photocopiers
- All staff, library members and visitors have a legal obligation to comply with the fair dealing provisions of the [Copyright Act 1968 \(Cth\)](#)
 - These provisions allow individuals to reproduce copyright material if the reproduction meets certain reasonable portion limits and is for the purpose of research, study, criticism or review
 - These provisions are outlined in legal notices that are placed near the photocopiers in each library

4.8.2 Disclaimers and restrictions

- The Library does not take responsibility for the illegal colour photocopying of legal documents
- Only supplies provided by Council to be used in public photocopiers.

4.9 Display of community information

The Library will provide, at its discretion, limited space for the distribution and/or display of community information materials, such as free handouts, flyers, notices and posters which present current and relevant news about non-profit, educational, cultural, public interest or recreational services. Material relating to the City of Canada Bay local area will be given priority for display.

Materials promoting business or commercial ventures, political campaigns or viewpoints, or doctrinal beliefs, will not be accepted for distribution. In addition, petitions, lost property, personal classifieds or any type of sale advertisements will not be accepted for distribution. Due to space limitations, community information materials will usually be displayed for a period of no more than one (1) month. This may be varied at the discretion of staff. Staff will not be responsible for the promotional material nor obliged to send any out of date or leftover material back to the owner. Council is not responsible for any information within the material.

Material is not to be displayed in the Library without permission from the relevant Branch Librarian or a more senior library Staff member. In all instances, the Operations Manager, Library Services has the discretion to refuse items that may be considered to be too commercial or of limited interest to the community.

4.10 Emergency closing

For the safety of all library members, visitors and staff, a library building may be temporarily closed and evacuated in the interests of protecting the health and safety of the building occupants. This also applies to external facilities over which library staff have control in consultation with other stakeholders, for example, the toilets at Five Dock Library and The Learning Space, Rhodes.

The senior staff member on duty will decide whether an emergency closing should occur. In all instances where the Emergency Warning System (EWS) is activated, the Library will be closed and the building evacuated, regardless of whether a threat is visible or not. The Library will remain closed until clearance is issued by the emergency services (fire brigade, police, etc.), the chief warden, evacuation warden or shift supervisor.

5. Responsibilities

Role	Responsibility
General Manager	Ensuring compliance
Director Community, Culture & Leisure	Implementation
Manager Library & Community Services	Ensure staff awareness of the policy
All Library Staff	Adhere to and apply the policy, report any incidents

6. Laws and standards

- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Children's Guardian Act 2019 (NSW)

- Copyright Act 1968 (Cth)
- Library Act 1939, Library Amendment Act 1992 and Library Regulation 2018 (NSW)
- Local Government Act 1993
- Privacy and Personal Information Protection Act 1998
- Access to Information in NSW Public Libraries: Library Council of NSW Guidelines
- Australian Library and Information Association's (ALIA) statement on Public Library Services
- Library Council of New South Wales Children's Policy Guidelines for NSW Public Libraries
- Library Council of New South Wales Privacy Guidelines for NSW Public Libraries
- NSW Government Policy Statement and Guidelines for the Establishment and Implementation of Closed Circuit Television (CCTV) in Public Places 2014

7. Related City of Canada Bay policies and procedures

- Children and Young Person's Protection Policy and Child Safe Code of Conduct
- Children, Young People and Library Services Policy
- Library Art Exhibition and Displays Policy
- Library Collections Policy
- Library Public Internet, WiFi and Computer Use Policy

8. Consultation

[Describe the internal and external consultation carried out in relation to this policy / procedure, including details of any public consultation.]

9. Approval status

The General Manager / Council approved this policy / procedure on [insert date].

10. Approval history

Stage	Date	Comment	ECM ID
Original Policy	19 July 2011	Approved by Council	2922761
			2922759
			2922769
			2922922
			2922923
			2922929
			2923402
			2923506
Reviewed	July 2024	Full review – updated to comply with current legislation and changes in library services. This policy amalgamates the following eight original policies: • Borrowing & Membership Policy (2922761)	

		• Conditions of Use Policy (2922759) • Display of Community Information Materials Policy (2922769) • Emergency Closing Policy (2922922) • Home Library Service Policy (2922923) • Interlibrary Loans Policy (2922929) • Library Public Fax and Photocopy Use Policy (2923402) • Reference Service Policy (2923506)	
Next review	July 2028		

11. Ownership and approval

Responsibility	Role
Author	Manager Library & Community Services
Owner	Manager Library & Community Services
Endorser	City of Canada Bay Executive
Approver	Council

Appendix 1: Exclusion schedule

Behaviour	Exclusion
Downloading inappropriate material from the internet	Immediate exclusion from use of computers for two (2) weeks. If behaviour is repeated on subsequent visits, letter sent from Manager, Library Services excluding offender for three (3) months. Further repetition will result in permanent exclusion from use of computers and the internet within the Library.
Excessively loud behaviour	Three (3) warnings, then exclusion from the Library for the day. If behaviour is repeated three (3) times in a fortnight, letter sent from Operations Manager, Library Services excluding offender for two (2) weeks.
Use of offensive language	One (1) warning, then immediate exclusion from the Library for the day. If behaviour is repeated on subsequent visits, letter sent from Operations Manager, Library Services excluding offender for two (2) weeks.
Bullying or physical fighting between children	One (1) warning, then immediate exclusion from the Library for up to two (2) weeks, following library procedures. Letter sent from Operations Manager, Library Services.
Aggression: physical or verbal attack	One (1) warning, then immediate exclusion from the Library for one (1) month. Incident report to People & Culture, Operations Manager, Library Services, Manager Library & Community Services and Director Community, Culture & Leisure. Letter sent from Operations Manager, Library Services.
Stealing or vandalising other library visitor's possessions or library property	Matter reported to police. Exclusion from the Library for two (2) months. Operations Manager, Library Services, Manager Library & Community Services and Director Community Culture & Leisure informed. Letter sent from Director Community, Culture & Leisure. Exclusion for repeat offences determined by the Director Community, Culture & Leisure
Assault	Matter reported to police. Immediate exclusion from the Library. Operations Manager, Library Services, Manager Library & Community Services and Director Community Culture & Leisure informed. Length of exclusion pending decision and written notification from the General Manager.
Threat to use or use of any weapon	Matter reported to police. Immediately evicted from the Library. Operations Manager, Library Services, Manager Library & Community Services and Director Community Culture & Leisure informed. Letter sent from Director Community, Culture & Leisure. Re-entry to the Library dependent upon approval from General Manager following one (1) year exclusion period.