

**Library Services**

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**Policy Owner:** Community Development  
**Contact Person:** Manager, Capacity Building  
**Date of Approval:** May 2010 – CS05-05/10

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**POLICY OBJECTIVE**

To clarify the role, responsibilities and services of the City's library service.

**POLICY STATEMENT**

Local Governments and the State Government jointly provide the Western Australian Public Library System. In broad terms, the State Government is responsible for providing catalogued and processed library resources, a range of centralised services including coordination of an exchange system to circulate library resources between libraries, access to the state wide catalogue and an interlibrary loans and document delivery service and the provision of training, consultancy and advisory services. The Local Government is responsible for providing the infrastructure, including the library site, building, telecommunications and automation technology and staff resources to provide a range of services including lending, reference/information, library programs and access to the state-wide collection via a free inter library loan service.

*1 Membership*

Under the provisions of the Library Board of Western Australia Act 1951 - Library Board (Registered Public Libraries) Regulations 1985, any person may apply for membership of the City of Wanneroo Public Libraries, subject to the provisions of this policy.

Only one membership per person is allowed and Members registered at a City of Wanneroo may borrow from any branch library. Children from split families may be joined by both families.

A person applying for membership of the Library Service must complete a Membership Application form and show identification documents that include details of current address and signature. Membership forms can be found at any City of Wanneroo branch library or online at [www.wanneroo.wa.gov.au](http://www.wanneroo.wa.gov.au). If registration is done online, the person must then visit a branch library to demonstrate proof of address and sign required forms before picking up their new library card.

Children must have the membership form countersigned 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 not be permitted to enrol for a period of 90 days. Proof of identification must be sighted.

Organisations are eligible for membership. An individual within the organisation must undertake responsibility for materials borrowed.

### *2. Membership Card*

On satisfactory completion of the conditions required for membership, one (1) automated library system membership card shall be issued to the applicant together with advice regarding the rules of operation, including borrowing limits, financial liability for lost or damaged items and stock request provisions, which are determined by:

- The Library Board of Western Australia Act 1951;
- Library Board (Registered Public Libraries) Regulations 1985; or
- The Manager, Capacity Building in consultation with the Director, Community Development.

On becoming a member of the City of Wanneroo Public Library Service the member accepts the above conditions of use of the library service.

The member is responsible for all items borrowed on the card. Parents/Guardians shall take responsibility for items on all cards issued to their children. Lost or damaged library items will incur a charge. In the case of State owned stock, the charge is set by the State Library of Western Australia. Charges for Council owned stock are based on the retail price at the time of purchase. If the card is lost or damaged, a replacement card shall be issued at the borrowers request, at a cost as determined by the City of Wanneroo Schedule of Fees and Charges.

### *3. Banning and Suspension of Membership*

- a) Any person may be banned for such period of time as Council deems appropriate due to:
- Vandalism of a library building, fittings or contents;
  - Conduct in a library that is detrimental to the peaceful use and enjoyment of facilities by others;
  - Breach of the Regulations made under the Library Board of WA Act, or of such regulations for the use of libraries as Council may, from time to time, make; and misuse of the regulations made under the Library Board of WA Act, or of such regulations for the use of libraries as Council may, from time to time, make.
- b) A member shall be suspended from further borrowing of library materials if, after the sending of an overdue notice, library materials which have been borrowed remain unreturned or if payment for library materials damaged whilst on loan has not been made.
- c) If the value of unreturned or damaged items exceeds \$150.00, legal action may be instigated for recovery.
- d) The suspension shall be lifted if items borrowed are returned, or if the outstanding invoice is paid, or after legal action for the recovery of monies is concluded, and, if so determined by the Court, monies and costs paid to the Council.

#### *4. Opening Hours*

The libraries will be open to the public with hours determined by Council except in the case of emergency where closure will be authorised by the Chief Executive Officer.

#### *5. Children's Library Service*

The Library Service is available to all children. Age shall not be a restriction provided parents are willing to take full responsibility if damage to library materials occurs.

Library staff may assist in their choice of reading material but shall not have the responsibility for implementing the standards devised by the parent for the control of the reading habits of the child. The Online Services Policy covers children's access to online resources.

Library staff shall establish close co-operation between themselves and the schools in the area, encouraging school visits and supplementing school library resources in the provision of information.

Special programmes, activities and events will promote the enjoyment of reading and associated activities and to encourage children to make full use of library resources.

#### *6. Stock Selection*

##### *6.1 Strategy*

The Library Service's stock selection is based on the City of Wanneroo Collection Development Plan. The major points of the document are summarised below.

The Collection Development Plan seeks to:-

- Provide a comprehensive collection which may be of value to the community in the format most appropriate to customer needs.
- Encourage life-long learning
- Present, as far as possible, all points of view equally, on any subject, and remain neutral in matters of controversy
- Develop an holistic system-wide collection to ensure the widest range of materials is available locally
- Conform to Federal and State censorship decisions
- Maintain the value of the library collection as a Council asset
- Provide shelf ready materials in the most timely and cost effective manner possible

Individuals, community groups or organisations making representation that particular materials be withdrawn from view or loan, will not influence the selection. Persons making such representations shall be directed to the Censorship Office of WA for determination.

Council endorses the Australian Library and Information Association's 'Statement on free access to information', which is attached in Appendix 1.

### *6.2 Council owned stock*

Council owned stock is automatically provided on inter-library loan to any local government library service where joint access arrangements may be established. Items may be provided to other local government library services at the discretion of the Branch Librarians.

### *6.3 Donations*

The City of Wanneroo Library Service will receive donations of books and other library related materials from members of the public and from organisations.

Donations will be accepted on the understanding that the material donated becomes the property of the City of Wanneroo and that the City reserves the right to include or not to include donated materials in its collections or to dispose of such materials in any way that is in the best interests of the Library.

The City of Wanneroo Library Service will not be bound in any way whatsoever to account to donors for the manner of the disposal of donated materials.

### *6.4 Reference & Textbooks*

Branch library collections provide a local, up-to-date ready reference service. The State Library is the main public reference library for the metropolitan area and the State.

Acquisition and provision of textbooks and other resources directly connected with formal education is considered the responsibility of educational institutions.

### *6.5 Special Needs*

Stock selection strategies will maintain an optimum balance between special needs resources and resources that meet the needs of the general community.

Library materials in languages other than English (LOTE) will be provided primarily through the State Library of WA collections, supplemented through local purchases where appropriate, in response to local demands.

## *7. Cultural Activities*

The library buildings may be used for cultural activities at the discretion of the Manager Capacity Building, provided that such activities do not interfere with the library service. Such usage will attract a fee in accordance with the Council's schedule of fees and charges.

Such charges can only be waived by the Director Community Development.

Where Community Activity Rooms exist in library buildings, they shall be available for hire to groups within the community, provided that the use is compatible with the library.

Use of community activity rooms shall be at the discretion of the Branch Librarian.

### *8. Standards of Behaviour*

While utilising the Library Service, all users must respect the rights of other users. Parents may not leave children under the age of 12 unattended in the Library without the prior approval of the Librarian on duty. The Manager Capacity Building is responsible for establishing appropriate behavioural guidelines.

### *9. Notice Boards, Fliers & Petitions*

Community notice boards located within libraries shall be available for use by individuals or groups, provided that the Branch Librarian shall approve all materials before being displayed.

Material will not be displayed if:-

- It has political or religious bias.
- It relates to the advertising or sales of goods or services, other than goods or services provided by the Council or the Commonwealth/State Government or Instrumentality.
- Advertised goods or services could be constructed as being associated with private and/or personal monetary gain.
- It is a petition or survey (unless produced by the City of Wanneroo for its own purposes).

### *10. Sponsorship*

Library stationery, materials and library holiday reading programmes for children may be commercially sponsored where the Manager Capacity Building considers appropriate.

### *11. Customer Feedback*

Any member of the City of Wanneroo Library Service may provide feedback regarding library services in writing to the Manager Capacity Building or to the Branch Librarian of the branch to which the matter refers. The City will provide a response to customer feedback within seven (7) working days.

## **SCOPE**

This policy applies to staff and users of the City's Library Service.

## **BACKGROUND**

This policy exists to ensure that a consistent level of service is provided to all library users by providing guidance to staff on key areas. The policy also seeks to guide customer expectations regarding the role and processes of the Library Service.

## **CONSULTATION WITH STAKEHOLDERS**

Key stakeholders include the residents of the City of Wanneroo, City of Wanneroo Council members, City of Wanneroo library and other staff, and any member of the general public who is a user of the City of Wanneroo libraries.

This policy has been developed with reference to regulations of the Library Board of Western Australia (which are binding on the Library Service) and the Australian Library and Information Association’s policies (which are endorsed voluntarily as stated.)

**IMPLICATIONS (Financial, Human Resources)**

The Library Services policy will guide library staff in ensuring fair and equitable access to the services and resources provided by the City’s libraries.

The policy will be reviewed regularly to ensure that it remains relevant to customer requirements and industry standards.

**IMPLEMENTATION**

The Library Services Policy will support the City’s ongoing task of providing a public library service. The City of Wanneroo libraries procedure manual details specific procedures relating to the implementation of this policy. The Library members “Conditions of Use” which is made available at the time of joining, makes know to library members the relevant aspects of this policy.

**ROLES AND RESPONSIBILITIES**

Staff of the City of Wanneroo Libraries, under the direction of branch librarians and the Libraries Coordinator, are responsible for the implementation of and compliance with the policy. The Manager, Capacity Building will provide interpretation in the event of need for clarification or where there is a dispute.

**WHO NEEDS TO KNOW ABOUT THIS POLICY?**

All staff employed within the City of Wanneroo Library Service will be required to have a working knowledge of this policy to guide them to ensure equitable provision of services for library users. The policy should be freely available to all library users.

**EVALUATION AND REVIEW PROVISIONS**

The adopted policy should be evaluated as to its effectiveness in achieving its outcomes and measures will be established, including developing and listing key performance indicators to ensure that the policy is meeting objectives and accountability requirements.

**DEFINITIONS**

DEFINITIONS: Any definitions listed in the following table apply to this document only.	
<b>LIBRARY SERVICE</b>	LIBRARY SERVICE refers to the provisions of the public libraries administered by the City of Wanneroo in conjunction with the State Library of Western Australia. The service is provided primarily by the Clarkson, Girrawheen, Wanneroo and Yanchep/Two Rocks branches, with support from Libraries Administration

<b>CHILDREN</b>	'CHILDREN' are those under 18 years of age.
<b>RESPONSIBLE</b>	The member 'RESPONSIBLE' is expected to take due care to return borrowed library items when due and to prevent loss or damage to library items. Should loss or damage occur the responsible member shall be held liable for the cost of the item(s).
<b>BANNED</b>	The term 'BANNED' shall mean that a person to whom the term applies may not borrow from or use the services and facilities of the libraries
<b>SUSPENDED</b>	The term 'SUSPENDED' shall mean that a person to whom the term applies owes the City money for library materials damaged or not returned and may not borrow any further items.
<b>READY REFERENCE</b>	'READY REFERENCE' is the provision of brief factual information to commonly asked questions using standard sources such as dictionaries and almanacs.

## REFERENCES

Library Board of Western Australia Act 1951

Library board (Registered Public Libraries) regulations 1985

Australian Library and Information Association's 'Statement on free access to information' (see Appendix 1.)

City of Wanneroo Libraries Procedure Manual

City of Wanneroo Collection Development Plan

City of Wanneroo Libraries Terms and Conditions of Membership

City of Wanneroo Online Services Provision Policy

## RESPONSIBILITY FOR IMPLEMENTATION

Manager, Capacity Building

## Appendix 1

### Australian Library and Information Association

#### 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, socio-economic 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.

**Related documents**

Article 19 of the United Nations Universal Declaration of Human Rights,  
<http://www.un.org/Overview/rights.html>

Article 19 of the International Covenant on Civil and Political Rights replaces: Free library services to all, Freedom to read adopted: 2001

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