

## LIBRARY POLICY

QUALITY CONTROL			
<b>EDRMS REFERENCES</b>	18/141 – D21/11729		
<b>RESPONSIBLE POSITION</b>	Library Coordinator		
<b>APPROVED BY</b>	Council		
<b>REVIEW DATE</b>	29 September 2025	<b>REVISION NUMBER</b>	2
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### 1. INTRODUCTION

The Broken Hill City Library Policy is one of the key strategic documents which underpins the management of the Broken Hill City Library.

Broken Hill Library was the first free public Library in New South Wales and opened in 1906. The current building that houses the Broken Hill City Library was opened in 1964 and was named the Charles Rasp Memorial Library.

The Broken Hill City Library Service, herein referred to as 'the Library', seeks to provide free accessible and high-quality service to our community through providing the vehicle for ideas, information, resources, facilities, programs and services; and vibrant, valued spaces to help our community discover, connect, learn and grown.

The Library operates a single service point within the City of Broken Hill. The Library is responsible for delivery of the Library service to the community of Broken Hill, through the Broken Hill City Library, Broken Hill Outback Archive, Home Library service and the Outback Letterbox Library service.

- The Outback Letterbox Library service, funded by the Library Council, NSW State Library New South Wales, services the outlying areas of the Far West and Unincorporated areas of NSW.
- The Broken Hill Outback Archives, herein referred to as 'the Archives' seeks to serve the community through the acquisition, cataloguing, classification, preservation and provision of access to a well organised and balanced collection reflecting Broken Hill and surrounding regions heritage.
- The Home Library service is a free delivery service to residents in Broken Hill who may not be able to visit the Library. This may be due to infirmity, illness, disability and age.

## 2. POLICY OBJECTIVE

This Policy has been developed as a planning tool to give direction and focus that is consistent with the Library's overall direction, goals and objectives. The principles behind this Policy is guided by professional industry standards and guidelines.

## 3. POLICY SCOPE

The purpose of this policy is:

- To inform Library staff and the public of the operations policy of the Broken Hill City Library.
- To detail access and conditions that apply to the Library and its collections.
- To outline the service delivery standards and requirements of the Library.

This Policy applies to users of the Library services.

## 4. POLICY STATEMENT

The Broken Hill City Library service is underpinned by the following professional values.

- The Australian Library and Information Association's (ALIA) Statement on 'Free Access to Information (2015)' states:

'That freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas.'

The ALIA

'believes that Library and information services have particular responsibilities in supporting and sustaining the free flow of information and ideas, resisting attempts by individuals or groups within their communities to restrict access to information and ideas'.

- Collection material should not be rejected on the grounds that its content is controversial or likely to offend some sections of the Library's community.
- A publication that has not been subjected to legal restriction or prohibition will not be excluded from the collection on moral, political, racial or religious grounds alone whatever the pressure that may be brought to bear by individuals or groups.
- The ALIA Statement on Professional Conduct (2007) states:

'People engaged in Library and information services are members of a profession committed to intellectual freedom and the free flow of ideas and information'.

- The Library Council of NSW guideline, 'Access to Information' in New South Wales Public Libraries (2008) states:

'Public libraries have a role as an unbiased source of information and ideas, including online content. It must accept responsibility for providing free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.'

- Public Libraries acknowledge the democratic rights of individuals to freely pursue their own information interests. This view is articulated in the UNESCO Public Library Manifesto (1994) which states:

'Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information'.

- The user's right to privacy with respect of the use of the Library or its materials is fully recognised and guarded within the provisions of the *Library Act of New South Wales 1939* and amendments.
- The Library supports the United Nations Sustainable Development Goals.

#### **4.1 Library Services**

Council recognises the essential service that the Library provides and that the community are entitled to:

- Prompt, courteous and efficient service by approachable and non-judgemental staff.
- A welcoming and safe environment.
- Free and equal access to resources and services to all individuals and groups within the community, in accordance with *the NSW Library Act 1939*.
- A range of Library resources and services tailored to the needs of each community.
- Library information resources which are relevant and up to date.
- Access to a range of information technologies, including public computers, internet access, Wi-Fi and electronic resources.
- Access to staff with professional expertise and knowledge.
- Provision of assistance to people who need adaptive technology and different media to enable them to use the full range of Library services and facilities.
- Confidentiality in accordance with the NSW privacy legislation.
- Have suggestions and comments about the Library service welcomed.

#### **4.2 Code of Conduct**

All users of the Library service are required to observe the Library Code of Conduct rules and abide by the *Library Act 1939 and Library Regulation 2018*.

#### **4.3 Library Objectives**

- To provide the community with a Library service that is free, equitable, accessible, safe, cost effective and efficient.
- To provide access to a current and relevant collection which meets community needs.
- To provide physical facilities that are attractive, designed for efficiency and sustainability, flexible and functional and which will serve the identified needs of the community.
- To provide a Library service to those people who cannot reach the physical Library facility.
- To provide the community with a range of programs and activities to enhance community engagement.
- To strive for excellence in customer service and to ascertain Library customer satisfaction or dissatisfaction with Library services.
- Membership is free, available to residents and entitles the member to borrow items and access all Library services and facilities at the Library.

- Applications for membership can be made online or in person, upon presentation of suitable proof of identification that displays the applicant's name and current address.
- Personal information required on the membership application is subject to the *Privacy and Personal Information Protection Act 1998*. Further information on Library membership is available on Council's website or at the Library.

#### **4.4 Collection Development**

The criteria for the selection of Library materials follows professional standards as defined by the ALIA.

#### **4.5 Access to Resources**

The role of Library staff is to guide and assist customers in finding and accessing resources appropriate to particular interest and needs.

The catalogue of the Library Service is available online allowing users to access the collections of the Library.

The Library's general collection may contain publications that have been classified 'Unrestricted' and films classified 'G' (General), 'PG' (Parental Guidance), 'M' or 'MA' (Mature) or 'R' (Restricted) in accordance with the *Classification Publications, Films and Computer Games Act 1995 (Commonwealth)*. DVDs classified 'MA' and 'R' cannot be borrowed by Junior Library members. All other resources are available to all persons without restriction. It is the responsibility of parents or guardians, not Library staff, to make a final decision as to what is suitable for their child.

Member services are also available through the online Library catalogue.

The Library promotes and supports Library users' access to information, including electronic information through its internet facilities. Accessing illegal or offensive sites is prohibited.

#### **4.6 Information and Readers Advisory Services**

The Library will offer reference and readers' advisory services to Library users. This includes:

- Access to up to date reference materials and online databases.
- Education programs to support information and digital literacy, and effective use of Library resources and facilities.
- Reader's Advisory tools such as online databases.

#### **4.7 Inter Library Loans**

The Library will facilitate access to resources held in other Australian Library and information services collections within library set guidelines. This includes public, special, educational, State and National Libraries. Fees may apply.

#### **4.8 Archive Collection**

The Library will preserve, maintain and provide access to a collection of local heritage information, that covers the social, economic and industrial development of the Broken Hill City and surrounding region.

#### **4.9 Community Noticeboards and Display Cabinet**

- Display space can be booked and are available for use by community groups.
- All material for display must be approved by Library Coordinator or Library staff.
- The Community Noticeboards are not to be used for advertising for private business, personal 'For Sale' notices and/or commercial endeavours.

#### **4.10 Services to Targeted Customer Groups**

The Library will provide services and materials which meet the needs of certain customer groups and provide the community with a range of activities/programs and events related to Library services and collections that enrich the lives of the community.

Sections of the community that the Library programs are aimed at are:

- **Children and Youth**
- **Literacy** – to actively promote and support programs for members of the community with identified literacy needs.
- **CALD** – to meet the Library needs of culturally and linguistically diverse communities.
- **Aboriginal and Torres Strait Islanders** – to actively consult and negotiate with indigenous Australians to promote Library and information literacy.
- **People with a disability** – to provide barrier-free access to Library services and resources for people with a disability.
- **Aged** – to ensure that older members of the community can access and use Library collections, services, and programs. The Home Library Service provides access to Library information and resources for those community members who are unable to physically access the Library due to disability or age.
- **Remote and isolated communities** – those that are unable to access a Library due to living in an area that is more than 1-hour drive from a Library service. This service is provided via the Outback letterbox Library service.
- **Digital** – Digital membership that provides 24-hour access to resources and information.

#### **4.11 Library Membership**

Membership to the Library is free for NSW residents, in accordance with the requirements of the *Library Act 1939* and the Library Membership Policy.

The Act sets out the core Library services that must be offered free of charge; determines the regulations governing the use of the Library; defines the relationship between Local Government and the State Government with regard to public Library services; and articulates the State Government funding process.

#### **4.12 Overdue, Damaged, Lost or Stolen Items**

Library items that are overdue, damaged, lost or stolen will be subject to fees as outlined in Council's Schedule of Fees and Charges. Membership privileges may be suspended until items are returned or fees are paid in full.

#### **4.13 Access to the Library**

Council is committed to providing the community with a welcoming, comfortable, accessible and safe environment in which to learn, read and engage with the

Library's collection. Spaces for exhibitions and meetings must be booked prior to use. Library and Council activities have first preference over the use of the meeting rooms and priority will then be given to local community groups whose activities are compatible with and complementary to the Library's roles and objectives.

Access to facilities is only available during normal Library open hours and will be subject to terms and conditions and in certain circumstances, applicable fees and charges as outlined in Council's Schedule of Fees and Charges.

#### **4.14 Hiring of Council Library Facilities**

Hiring of Council Library facilities are subject to terms and conditions and applicable fees and charges as outlined in Council's Schedule of Fees and Charges.

#### **4.15 Information Systems and Equipment**

The Library is equipped with wireless internet (Wi-Fi) access, public use computers, printing, and photocopying services, as well as Microsoft Office products. Use of Library computers is free of charge but is subject to bookings and terms and conditions of use as outlined in the Library Computer and Internet Access Policy.

Printing and photocopying services are subject to copyright conditions under the *Copyright Act 1968 (Commonwealth)* and applicable charges as outlined in Council's Schedule of Fees and Charges.

#### **4.16 Acceptable Use of Information Systems and Equipment**

It is the responsibility of patrons to use Library information systems and equipment in a respectful and appropriate manner in accordance with the Library Code of Conduct. Any unacceptable or unlawful conduct will be treated as a breach of this Policy. Users who do not comply with the Library's conditions of use may be asked to leave the library or may be banned by the General Manager under section 17 of Library Regulation 2018.

The Library takes a strong position on patrons who use Library computers to access offensive, pornographic or unlawful material. Patrons whose conduct or manner is likely to give offence to any person in the Library, including accessing website(s) that could reasonably be considered offensive, may be directed to leave in accordance with the Library Regulation 2018.

#### **4.17 Use of Library Computers by Patrons Under the Age of 18 Years**

Library patrons under the age of 18 must have a parent(s) and/or guardian(s) present whilst using the Library computers.

Library patrons under the age of 18 with signed parental/guardian permission can access Library computers and internet independently.

Children under 18 years of age who are not members, or do not have Internet membership permission category, must be accompanied by an adult while using Library computers.

#### **4.18 Security using the Library's Internet, Wi-Fi and Computer Network**

Library patrons and staff must be aware that the security of data and networks cannot be guaranteed. Wi-Fi hotspots are not secure environments.

Patrons should also be aware that network and systems administrators, during the performance of their duties, need to observe the contents of certain data on storage

devices and in transit to ensure the proper functioning of the Library's internet facilities and computer networks.

Council may also be under obligation to provide internet logs to law enforcement to investigate internet usage where there may be a reasonable suspicion of illegal use. Council does not assume responsibility for any loss of data, funds or identity theft that may result from use of the internet in the Library.

#### **4.19 Restricted Use of Library Computers**

Library members who have overdue items, outstanding fees or other Library infringements on their membership record will not be allowed access to the public access computers until the infringement is cleared.

#### **4.20 Children and Young People**

Council seeks to provide children aged under 14 years and young people (to age of 18) who frequent the Library with a safe and child friendly environment in which to learn, develop and engage with the Library's collection and resources.

Parents and guardians are always reminded of their responsibility in supervising their child(ren) and to be mindful of access to restricted materials.

Library collections are available to all patrons except for MA15+ resources.

Library staff do not monitor, or control content accessed through the internet. It is the responsibility of the parent(s) and/or guardian(s) to monitor their child(ren)'s use of the internet. The role of Library staff is to guide and assist children and young people in using and locating resources and not to supervise children.

Library patrons, including children and young people, who disturb other Library patrons may be removed from the Library under the *Library Act 1939*.

#### **4.21 Unattended Children**

Parent(s) and/or guardian(s) who leave a child(ren) under the age of 12 years unattended, or habitually unattended in a public Library, are exposing their child(ren) to potential risk and/or harm. Subsequently, parent(s) and/or guardian(s) may themselves be committing an offence under the *Children and Young Persons (Care and Protection) Act 1998* and may be reported to the Department of Family and Community Services and/or the local Police.

#### **4.22 Aged and Disability Services**

Council endeavours to make its Library service and materials accessible for aged and disabled persons, by providing a range of alternative formats in the Library's core collection. This includes large print books, audio books, assistive technology equipment and modified facilities to allow easier access and mobility at the Library.

Library members who reside within the Local Government Act (LGA) and are unable to access their local Library due to illness, ability impairment or have a genuine difficulty, may be eligible for use of the Home Library Service. Information for the Home Library Service is available on Council's website.

#### **4.23 Multicultural Services**

Council is committed to reflecting and supporting the cultural diversity of its community.

#### **4.24 Non-Compliance and Customer Exclusion**

Patrons who do not comply with the Library Code of Conduct or breach the terms and conditions of use of facilities and equipment, will have borrowing privileges or access to Library computers suspended until all overdue items are returned and any associated late fees are paid.

Under the *Library Act 1939*, Library staff reserve the right to remove persons who are displaying inappropriate or offensive behaviour. Such behaviour includes actions or language that is threatening, intimidating, aggressive and disruptive to other Library patrons; viewing and/or downloading inappropriate material from the internet or misuse of the public computers; excessively loud behaviour; inappropriate interactions with minors; stealing, vandalising or destruction of Library materials or property; and not taking parent and/or guardian responsibility for children in the Library.

### **5. IMPLEMENTATION**

#### **5.1 Roles and Responsibilities**

The following Council Officers are responsible for the implementation and the adherence to this policy:

- Library Coordinator
- Library Staff
- General Manager
- Council

#### **5.2 Communication**

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process Framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

#### **5.3 Associated Documents**

The following documentation is to be read in conjunction with this policy;

- **Library** – Computer and Internet Access Policy;
- **Library** – Membership Policy

The Broken Hill City Library is underpinned by the following professional values:

- The ALIA statement on Free Access to Information (2015) states:  
'That freedom can be protected in a democratic society only if its citizens have restricted access to information and ideas'.
- The ALIA believes  
'Library and Information Services have particular responsibilities in supporting and sustaining the free flow of information and ideas, resisting attempts by individuals or groups within their communities to restrict access to information and ideas'.  
'Collection material should not be rejected on the grounds that its content is controversial or likely to offend some sections of the Library's community'.  
'A publication that has not been subjected to legal restriction or prohibition will not be excluded from the collection on moral, political, racist or



religious grounds alone whatever the pressure that may be brought to bear by individuals or groups'.

- The ALIA Statement on Professional Conduct (2007) states:  
'People engaged in Library and information services are members of a profession committed to intellectual freedom and the flow of ideas and information'.
- The Library Council of NSW guideline Access to Information in New South Wales Public Libraries (2008) states:  
'Public libraries have a role as an unbiased source of information and ideas, including online content. It must accept responsibility for providing free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.'
- United Nations Sustainable Development Goals

## **6. REVIEW**

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The standard review period will be within each term of Council following the Local Government Elections, or as required to ensure that it meets legislation requirements and the needs of the community and Council. The responsible Council officer will be notified of the review requirements three months prior to the expiry of this policy.

The Library Coordinator is responsible for the review of this policy.

## **7. LEGISLATIVE AND LEGAL FRAMEWORK**

This policy is to be read in conjunction with the following:

- *Local Government Act 1993*
- *Library Act 1938*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Copyright Act 1968 (Commonwealth)*
- *Privacy and Personal Information Protection Act 1998*
- *Library Regulation 2018*

Council employees shall refrain from personal activities that would conflict with proper execution and management of Council's Library Services Policy. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.