

# Central West Libraries Related Policy

## 1 Document Information

<b>Version Date</b> <i>(Draft or Council Meeting date)</i>	
<b>Author</b>	Administration Manager
<b>Owner</b> <i>(Relevant director)</i>	Director of Finance & Corporate Services
<b>Status –</b> <i>Draft, Approved, Adopted by Council, Superseded or Withdrawn</i>	Adopted by Council
<b>Next Review Date</b>	Within 12 months of Council being elected
<b>Minute number</b> <i>(once adopted by Council)</i>	18/08/10

## 2 Summary

Council has added Central West Libraries' policies relating to Children, Internet Public Use, Client Code of Conduct, Exclusion, Membership and Loaning, and Tutoring in the Library to Council's Policy database.

## 3 Approvals

Title	Date Approved	Signature
Director of Finance & Corporate Services		

## 4 History

Minute No.	Summary of Changes	New Version Date
09/04/31	New policy adopted – CWLs Children's Policy	20 April 2009
10/02/17	Readopted by Council– CWLs Children's Policy	15 February 2010
09/04/31	New policy adopted – CWLs Internet Public Use policy	20 April 2009
10/02/17	Readopted by Council - CWLs Internet Public Use policy	15 February 2010
11/02/14	Readopted with Council resolved to include prescribing a fee for 'interactive' use of library computers (as defined) with said fee to be equivalent to the use of email or equal to that charged by a local Internet Café business, if applicable. Such fee to be as per Council's Fees & Charges - CWLs Internet Public Use policy	21 February 2011
13/03/11	Combined the above two policies	19 March 2013

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13/09/30	Readopted as per s165(4)	17 September 2013
18/08/10	Policy updated to include Children's Policy, Client Code of Conduct, Exclusion Policy, Internet Public Use, Membership and Loan Policy and Tutoring in the Library. Readopted as per s165(4)	28 August 2018

## 5 Reason

In providing services for children, CWL acknowledges child-safe and child-friendly policies and practices as defined by the NSW Commission for Children and Young People and the need to provide a framework for the use of public internet access in all branches of Central West Libraries.

## 6 Scope

Applies to all Central West Libraries in the Cabonne LGA.

## 7 Associated Legislation

Children and Young Persons (Care and Protection) Act 1998

Library Council of NSW's Guidelines Access to Information in New South Wales Public

## 8 Definitions

*CWL* - Central West Libraries

*Interactive Use* - includes accessing social networking sites such as facebook, twitter etc; and active auction and purchasing transactions such as eBay and internet banking transactions, etc

*LGA* – Local Government Area

## 9 Responsibilities

### 9.1 General Manager

The General Manager is responsible for the overall control and implementation of the policy.

### 9.2 Administration Manager

To ensure the Central West Libraries policies are included in Council's policy database and updated as required.

## 10 Related Documents

Document Name	Document Location
CWL Children's Policy	InfoXpert – Doc ID 138393
CWL Internet Public Use Policy	InfoXpert – Doc ID 138425
Cabonne Council's Human Resources Manual 2010	

## 11 Policy Statement

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## **CENTRAL WEST LIBRARIES**

### **OBJECTIVES**

Central West Libraries is a Regional Library Service constituted under Section S 12 of the Library Act 1939. It operates under a Joint Agreement Member Councils comprise Blayney, Cabonne, Cowra, Forbes and Orange.

Central West Libraries provides a free, accessible and high quality service for the information and recreational need of our communities.

### **APPLICABILITY**

This policy applies to all residents of Blayney, Cabonne, Cowra, Forbes and Orange Councils and all users of Central West Libraries.

### **GENERAL**

Public libraries in NSW operate under the Library Act 1939, the Library Regulation 2010 and the Local Government Act 1993.

Central West Libraries is a Regional Library Service constituted under Section S 12 of the Library Act 1939. It operates under a Joint Agreement Member Councils comprise Blayney, Cabonne, Cowra, Forbes and Orange.

As prescribed in the Library Act:

1. Residents and ratepayers of all member councils entitled to free membership
2. Any person (whether or not a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.
3. Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being literary, informative or educational value or as being fiction.
4. No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the library in person.
5. Any person who is a member of the library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the Council as a basic reference service), including assistance in locating information and sources of information.
6. Proper use of and behaviour in the Library is prescribed in the Library Regulation 2010

## CENTRAL WEST LIBRARIES CHILDREN'S POLICY

### OBJECTIVES

Central West Libraries is committed to serving the information and recreation needs of young people. The Library strives to provide a welcoming environment, and provides targeted resources and programs to meet the needs of young people.

In providing services for children, Central West Libraries acknowledges child-safe and child-friendly policies and practices as defined by the NSW Commission for Children and Young People. These are defined as follows:

- **Child-safe** means taking steps to keep children safe from physical, sexual or emotional abuse.
- **Child-friendly** means children are valued, respected and included so they feel confident they will be listened to.

### APPLICABILITY

All services and programs provided by Central West Libraries when working with children and young persons.

### GENERAL

Central West Libraries' services to young people include:

- fiction, non-fiction and recreational books
- magazines
- CDs
- videos and DVDs
- computer and internet access
- assistance from specialist and general staff in accessing collections and information
- homework help
- eBooks and resources
- internet training
- pre-school Storytime
- early childhood literacy programs
- competitions and awards
- space for activities or study
- school holiday activities

### PROCEDURE

Central West Libraries' general collection may contain publications that have been classified "Unrestricted" and films and computer games that have been classified "G" (General), "PG" (Parental Guidance) or "M" (Mature) in accordance with the Classification (Publications, Films and Computer Games) Act 1995 (Commonwealth). This material is available to all persons, including young persons, without restriction.

Parents/guardians are responsible for ensuring that their child's selection and use of materials in the Library's general collection accords with any restrictions the family may wish to set. Central West Libraries encourages parents/guardians to consult with their child to

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develop clear rules regarding access to resources that accord with the family's personal values and beliefs.

The Library promotes and supports young people's access to information, including electronic information through its internet facilities. Library staff are available to assist young people in the use of the internet, and to recommend websites on particular subjects. A number of appropriate websites have been selected for inclusion in the Library's electronic collections.

Parents/guardians are responsible for their child's use of the internet, in line with the Library's internet policy.

Central West Libraries supports the smart, safe and responsible use of technology.

Unattended children:

Unsupervised children can be at risk in any public place, including public libraries. Central West Libraries staff do not supervise children in the library, and there is a risk that unattended children may leave the library at any time, hurt themselves, or be approached by strangers. In addition, libraries do not have the facilities to attend to children who are sick, injured or hungry.

Children left unattended in a public library may be classed as a child or young person at risk of harm under s. 23 of the Children and Young Persons (Care and Protection) Act 1998 and may be reported as such to the Director-General of the Department of Community Services. Parents who leave a child unattended in a public library are exposing their child to potential harm, and may be committing an offence under s. 228 of the Children and Young Persons (Care and Protection) Act 1998.

Young children left alone in a library can become distressed, bored or disruptive. Young people who disturb other library users may be removed from the Library under clause 17 of the Library Regulation 2010 (NSW).

## **CENTRAL WEST LIBRARIES CLIENT CODE OF CONDUCT**

### **OBJECTIVES**

Central West Libraries is committed to provide a welcoming and safe environment. This code outlines the conduct we expect from clients and conforms to the conditions contained in the Library Regulation 2010.

### **APPLICABILITY**

The Code of Conduct is applicable to all users of all branches of Central West Libraries.

### **GENERAL**

We ask you to:

- Understand that our libraries are public spaces available to all in the community.
- Treat fellow clients and library staff with respect and courtesy. Unsociable behaviour, including harassing clients 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 clients using the Library facilities.
- Keep conversation and other noise to acceptable levels.
- Understand the Library services, programs, activities and events limit our availability to always provide quiet spaces. We will provide advance notice of Library events and activities.
- Be mindful of others when using mobile telephones or personal audio devices such as electronic games, pagers or CD players, personal computers etc. in public areas.
- Take care of library collections, equipment and furniture.
- Ensure Library material is not hidden or deliberately misplaced.
- Refrain from taking food or drink into identified areas.
- Request permission from the Library officer in charge before moving any furniture or equipment and relocate them safely and place them back in their original position/s after use.
- Not unplug any of the Library's electrical equipment including computers and photocopiers.
- When using your own equipment, only use power points provided for this purpose and ensure that power cords do not create a trip or other hazard.
- Keep personal items with you at all times. The Library cannot be responsible for your personal belongings.
- Leave the Library when requested at closing time and during emergency procedures.
- Inform Library staff promptly of any concerns you have relating to the behaviour of other clients.

Disruptive behaviour is not acceptable in our Library spaces. The Library is a smoke-free environment and smoking on Library premises is not permitted.

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Clients who do not comply with the Library Regulation 2010 and the Code of Conduct may be asked to leave the Library or may be excluded from the Library.

## **CENTRAL WEST LIBRARIES EXCLUSION POLICY**

### **OBJECTIVES**

The objectives of this policy are to clarify the conditions under which library clients may be removed or excluded from all branched of Central West Libraries.

### **APPLICABILITY**

This policy applies to users of all branches of Central West Libraries

### **GENERAL**

Public libraries in NSW operate under the Library Act 1939, the Library Regulation 2010 and the Local Government Act 1993. Section 17 of the Library Regulation provides a power to direct library users to leave if the rules for proper use of a library have not been observed.

The Library Regulation 2010 makes provisions for acceptable behaviours by people who use libraries and identifies measures to exclude persons who breach the regulations. Central West libraries has a responsibility to ensure the safety and wellbeing of clients, visitors, staff and volunteers and to maintain the security of the collections, buildings and facilities. These people have the right to use the Library's services, facilities and collections in safety and without being unnecessarily distracted or disturbed by other people.

This policy supports the administration of the provision of the Library Regulation 2010 Part 2, Local Library Rules; and Part 3, Use of Libraries and Library Books. In particular the policy provides guidelines to assist staff in implementing the provisions of the Library Regulation 2010 clause 17 with regard to asking a person to leave the Library's premises. It includes periods of exclusion of a person, the delegations and the process to be followed.

#### **Library Regulation 2010**

All Library staff are responsible for ensuring that the provisions of the Library Regulation 2010 are implemented with regard to the use of Central West Libraries, its collections, services and facilities. Staff who identify that a person has breached the Regulation will advise the person of the breach and that compliance with the Regulation is required. The matter may be resolved by advising the person that a breach of the Regulation has occurred and offering the person a copy of the Client Code of Conduct an/or the Library Regulation 2010. Both documents are on public display within the Library.

Many incidents are resolved through clients adjusting their behaviour once their breach of the Regulation has been advised by a staff member. A decision to as a person to leave the Library can be made if there is a breach of the Regulation or if a person does not accept or refuses to accept the requirement to comply (Clause 17(1)).

A library staff member may direct any person to leave the library and not re-enter the library for such a period as directed if the staff member is of the opinion that:

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- The person's condition, conduct, dress or manner is likely to give offence to any other person's use of the library.
- Disruptive behaviour, which includes disorderly conduct, unsupervised children, noise, or activity that interferes with the rights of others, physical abuse, abusive or threatening language and misuse of library furnishings.
- Soliciting, selling or canvassing (for example soliciting signature for a petition) other than library approved activities.
- Theft, vandalism or other illegal acts.
- Being in a state of intoxication that causes a public disturbance or interferes with others' use of enjoyment of library facilities and resources by other clients.
- Loitering on the premises under circumstances that warrant alarm for the safety or health of any person or any property in the vicinity.
- Personal hygiene issues that disrupt others' use of facilities.
- Intimidation and/or harassment of library clients or staff.
- Deliberately breaching the security of the library computer network.
- Deliberately breaching the Library's Internet Public Use Policy.

Some offences should result in a warning and a request to desist, rather than a request to leave the Library. Examples of this include but are not restricted to:

- Smoking
- Gambling
- Bringing animals other than seeing eye dogs and companion animals into the Library (including the foyer)
- Consuming beverages and/or hot food in a manner that could damage library property
- Inappropriate use of resources, equipment
- Talking in a quiet study area
- Using mobile telephones to the distraction of other clients
- Littering
- Monopolising library space to the exclusion of other clients
- Conducting business for profit

## **PROCEDURE**

Any staff seeing clients engage in minor offences can ask the client to desist. This must then be reported to the Desk Supervisor who will decide if any further action is required.

A client may be requested by the Desk Supervisor to leave the library because of prohibited behaviours. If, following a request, the client fails or refuses to comply, or responds in an abusive fashion, he/she will be required to leave the building for the balance of that calendar day. If he/she fails to leave, he/she is considered a trespasser and the Police will be called.

The Police may be called at any time where a client is involved in illegal activity or when staff have a well-founded fear for their own safety or that of other library clients. Whether the client is notified that this action has been taken will depend on the circumstances at the time.

Parents and guardians will be notified where possible after the second recorded instance of a child or young adult being asked to leave the library.

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The staff member requesting the client to leave will complete an incident report. A copy is sent (or delivered) to the Manager Central West Libraries, who will forward it to the Executive Member. The Manager Central West Libraries or the next most senior staff member should also be notified immediately in person, by telephone or email.

If the client is asked to leave the library, the Manager Central West Libraries will determine if further action is required or, if a recommendation of exclusion is to be made to the Director Community, Recreation and Cultural Services, Orange City Council.

Upon a second recorded instance (whether the client has been required to leave the library premises or not) the Director Community, Recreation and Cultural Services, Orange City Council shall be notified and, barring exceptional circumstances, the client will be excluded from the library. The period between incidences and the gravity of the incident will inform the exclusion period. As a general guide:

PERIOD BETWEEN INCIDENTS MAXIMUM EXCLUSION PERIOD	
Period Between Offences	Exclusion Period
30 days	12 months
3 months	6 months
6 months	3 months
12 months	1 month
24 months	A further verbal warning

Where there is a two year gap between incidents, the incident will be treated as a first offence.

All exclusions will be notified in writing. In the case of minors, this will include a letter to parents or guardians. Exclusion from the library means all branches of Central West Libraries.

Library staff will deal firmly and courteously with clients who engage in prohibited behaviours. Where possible, all interaction with the offending client will be undertaken by the Desk supervisor or the other senior staff.

If staff feels that the person may be suffering from a mental illness, they will advise the desk supervisor or another senior staff member. Clients with a mental illness will always be treated fairly and with sensitivity.

### **Enforcing the exclusion policy**

In the event a client barred from the use of the library attempts entry to the library during any period of exclusion, the Police will be called.

### **Repeat offenders**

If a client persists with abusive conduct or abusive behaviour following a period of exclusion, the Executive Member Central West Libraries, will consider long term exclusion.

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## **Letter of Exclusion**

Where a person has been excluded from Central West Libraries for a breach of the Regulation, a letter of exclusion will be delivered to the person, either by post or in person.

A letter of exclusion for a breach of the Regulation will be signed by the Executive Member, Central West Libraries. All letters of exclusion will include reasons supporting the decision to exclude and a summary of events. The summary will include reasons supporting the decision to exclude and a summary of events. The summary will include the date(s), description of the incident(s) and the clause(s) of the Regulation breached.

## **Reviews and Appeals**

A person may seek a review of the period of exclusion by writing to the Executive Member, Central West Libraries who will determine whether the period of exclusion will be reduced, maintained or extended.

## **CENTRAL WEST LIBRARIES INTERNET PUBLIC USE POLICY**

### **OBJECTIVES**

The objective of this Policy is to provide a framework for the use of public internet access in all branches of Central West Libraries including Wi-Fi.

### **APPLICABILITY**

This policy applies to all Central West Libraries.

### **GENERAL**

1. Central West Libraries does not practise censorship control over the information available on and through the Internet and therefore cannot be held responsible for its content and use however, individual Member Councils may choose to install filtering software. The Library supports the safe, smart and responsible use of technology.
2. All clients over the age of 18 must sign this Internet Public Use Policy Form before using the internet.
3. Clients under the age of 18 must have parents/guarantors sign this Internet Public Use Policy Form before using the internet. Thereafter, as with other library materials, restriction of a child's access to the Internet is the responsibility of the parent/guarantor.
4. The Internet will be available to library members during library opening hours. Time restrictions of one (1) hour per session may apply to provide equitable access.
5. There will be a charge for any printing done at the standard rate levied for copying from computers. Other charges for internet use will be at the discretion of Member Councils.
6. Central West Libraries does not take any responsibility for technical problems or issues relating to devices or other equipment in accessing sites on the internet, as this is beyond the Library's control.
7. Clients must not use the Library's computers or network to access offensive/objectionable/obscene material or for any unlawful or inappropriate purpose.
8. Privacy and confidentiality cannot be totally assured in the use of any online resource and the security of data and networks cannot be guaranteed. Computers are for general use and should not be regarded as secure.
9. Clients are responsible for complying with all copyright and software licencing requirements and any relevant laws and regulations when accessing, printing or downloading material.
10. Clients are responsible for complying with all copyright and software licencing requirements and any relevant laws and regulations when accessing, printing or downloading material.
11. Misuse of the computer or internet access may result in the loss of internet privileges.

# **CENTRAL WEST LIBRARIES MEMBERSHIP AND LOAN POLICY**

## **OBJECTIVES**

This policy aims to ensure that Central West Libraries (CWL) carries out its responsibilities towards Member Councils for collections in its charge, public library collections being equitably accessible to everyone eligible to use the library service, and maintaining consistency of circulation services to everyone who uses the library. It describes membership requirements, loan periods and conditions of loan.

## **APPLICABILITY**

This Policy applies to all branches of Central West Libraries.

## **GENERAL**

### **1. MEMBERSHIP**

Library membership is freely available to all persons who live, work or study in the local government areas of Blayney, Cabonne, Cowra, Forbes and Orange, and who provide adequate proof of identity and residential address. Library members must produce their library card to borrow items.

Residents of NSW who have current library membership from their home library may be accepted for membership under provisions of the NSW Public Libraries Reciprocal Membership Agreement.

Visitors to the area who are staying for at least six weeks may join the Library as a Limited Loan member with proof of local address. Visitors staying for shorter periods of time are able to use the Library's resources on-site or borrow from the Travellers' Tales collections.

### **Privacy of Information.**

Central West Libraries uses membership information for several purposes:

- (a) Residential address is required for proof of residency in the CWL local government areas, or for sending any correspondence such as overdue as request notices, book club notices etc.
- (b) Email address is used as the primary means of contact by CWL for correspondence such as overdue and request notices, book club notices. Postal address is used for these purposes where no email address is available.
- (c) Date of birth is used as an identifier for people with common names, for assigning borrower status (Pre-schooler, junior, senior etc.) and for the identification of demographic trends. This information is used by the library for planning future services.

- (d) Senior status is used to assist in planning future service for seniors and for provision of a seniors' "Gold Card" which allows for fee-free reservations.
- (e) Gender information future services, collection management and selection of items in the collection.

**Details required for membership.**

To become a member the following information is needed.

- (a) Family name or surname and first given name
- (b) Second given name (if any)
- (c) Residential address
- (d) Postal address
- (e) Email address
- (f) Phone number
- (g) Date of birth
- (h) Name of parent/guardian (where applicable)

Personal information will not be given to a third party without the member's knowledge and consent, except where it is a legal requirement.

**Adequate proof of identity and residence.**

To apply for membership proof of identity a residential address needs to be shown.

Photographic identification is preferred (e.g. driver's licence, passport, proof of age card). However, a Medicare card, pension card, bank card etc. are also acceptable. Examples of proof of residential address include driver's licence or a health care card.

If you are under 18 years of age, the signature of a parent or guardian is also required, unless you have official independent status.

**Recording and retention of loan history.**

A condition of membership is that permission is given to have a history of borrowed materials retained. This can assist with their selection of new material.

**Access to personal information.**

Individuals can obtain information regarding access to their personal information by visiting any Library's CWL location. Members can view their personal details, amend their email address and notify the library that their mail address needs updating by using My Account on the library's online catalogue. To access My Account, library members need their membership number and a PIN.

Personal information will not be given to a third party without the member's knowledge and consent, except where it is a legal requirement.

**Membership responsibilities.**

All members are to notify the library of any changes that may affect their membership. This includes name, address, phone number or email address. This may be done:

- (a) In person at any branch of Central West Libraries

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- (b) By phoning the Library on 6393 8126
- (c) By emailing the Library at [library@orange.nsw.gov.au](mailto:library@orange.nsw.gov.au)
- (d) Through the CWL website

### **Membership card replacement.**

New library members are issued with a library membership card, which may be replaced free of charge should it become worn, or a member changes their name. A fee is charged for lost, stolen or damaged cards.

### **Card security.**

Members are advised to keep their card in a secure place, and not lend their card to anyone. It is important to notify the library immediately if a library card is lost or stolen, or if unauthorised use is suspected. Until the loss or theft is reported, the library cannot prevent unauthorised use of a member's card, and members will be held responsible for items loaned and fees accrued.

PINs for member accounts can only be issued or changed in person. For security reasons, the library is unable to issue or change PINs by phone or email.

### **Special Membership Types**

#### **(a) Home Library Services (HLS)**

Home Library Service membership is offered to those people who are unable to visit the library themselves. This may be for long or short-term periods, e.g. while recovering from a medical condition. Carers and dependent children are also eligible for home library membership. Members are visited or phoned by HLS staff to establish reading preferences and any special requirements. As home library service members are visited monthly, the six week loan period enables library staff and volunteers to manage member requirements.

#### **(b) Junior Membership (J)**

Children under 18 years of age must have a parent or guardian provide proof of residential address on their behalf, as signatory to the membership. Parents applying for membership of children, who are not with them at the time of joining, will need to provide proof of the child's existence e.g. Medicare card. Arrangements can be made for special group visits to the library by schools and pre-schools. If information and membership forms are sent home and signed before the visit, the library will accept the enrolment records of the school or pre-school as proof of address.

#### **(c) Limited Loan (LL)**

Limited Loan membership provides temporary membership for people who wish to join the library but who are temporarily unable to provide adequate proof of residential address. They are required to show ID e.g. Medicare card, credit card etc. Interstate and international visitors must provide the same personal information listed in Limited Loan. This includes proof of temporary CWL address and permanent interstate or overseas address.

### **Membership deletion.**

Memberships, which have not been used for more than two years, are removed from the

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database in July/August of each year as part of regular database management. Memberships with outstanding fees or loans are not deleted.

## **2. LOANS**

A registered member may borrow material on presentation of a valid current library card, unless membership privileges have been suspended.

Library members must produce their current library card in order to borrow items. Other proof of identification cannot be used to borrow, and may only be used as proof of identity to replace a lost or stolen card.

### **Borrowing Limits.**

Standard borrowing limits are

- (a) 15 books/magazines
- (b) Four music CDs
- (c) Four audio books
- (d) Six DVDs
- (e) Plus digital downloads

These limits are variable on application to meet individual needs.

Bulk loans are available for schools and institutions.

### **Standard Loan Period.**

- (a) Books, audiobooks, music CDs – 28 days
- (b) DVDs, magazines, digital downloads – 14 days

These limits are variable on application to meet individual needs.

### **Short-Term Loan Period.**

A short-term loan period of a maximum of two weeks (14 days) may be set for high-demand material. These items may not be renewed.

All items with four or more requests are considered to be in high demand and are subject to the short-term loan period.

### **Home Library Service.**

Home Library Service (HLS) members have a loan period of six weeks (42 days). This helps facilitate deliveries made by staff and volunteers.

### **Loan Extensions (renewals).**

A member who needs to keep an item for longer than the standard loan period may extend the loan for a further loan period, except if the item is reserved or it is a short-term loan. Items can be extended twice. A loan extension can be done at the library, by phone or through the Internet.

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An overdue item can be renewed, except if the item is on reservation, or it is on short-term loan, or it has been deemed lost. Overdue items cannot be renewed online.

### **Overdue Loans.**

An overdue loan is one which is not returned by the due date. Library members are expected to return or renew an overdue item/s. Overdue fines will be charged per item per day.

The due date is displayed on screen when items are borrowed or renewed, and on printed receipts.

Library members can check the details of their account, including the due date for items on loan, and renew items in person at any library by phoning 6393 8120, or online.

### **Fees and notices.**

It is the responsibility of members to return borrowed items by the due date. Courtesy reminders to encourage the return of items are sent via email three, five or seven days before the item is due (depending on the client specification).

Overdue notices are sent (email or post) once an item is overdue.

Not receiving notices is not considered a reasonable excuse for returning or renewing items, or as extenuating circumstances to support request to waive fees or loss of privileges.

When an item is 30 days overdue, it will automatically be deemed as lost and an invoice will be sent (via email or post) to the library member for the replacement cost of the item/s and a processing fee per item. If items are returned after this invoice has been generated, the replacement cost of the item/s will be removed from the member's record. The overdue fines will still be payable.

### **Appeals.**

If the member believes that they have an extenuating circumstance that has resulted in a fee and they consider they should be exempt from the fee, they may apply to have the charge removed. While this is being assessed, a member's right to continue borrowing is reinstated.

### **Claim Returned.**

The library has a process which is followed if members claim to have returned items that still show as a loan on their library record. After 12 months, if the item is not found, the replacement cost of the item is added to the member's record.

### **Lost/Damaged/Stolen Items/Incomplete Returns.**

When members join the library, they agree to pay for lost, damaged or stolen items.

Charges for these items are based on the actual cost or replacing the item. In addition to the cost of replacing the item, a processing fee is levied to cover costs including ordering and accessioning the item and staff resources. Replacement cost is based on the actual cost of the item as recorded on the library system.

No refunds will be given for items once they have been paid for. Any item that has been paid for by a library member is then considered to be the property of the member.

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Please note: the library is unable to accept replacement items in lieu of payment.

**Replacement borrower cards.**

There is a cost for replacing a lost borrower card. This fee is to cover the administration costs involved in issuing a replacement card.

**Inter-library loan and document delivery.**

All libraries use the inter-library loan service to provide library members with a greater access to resources beyond those of CWL. By participating in the network of Australian Libraries, the CWL community is able to access library materials held throughout Australia.

The cost imposed by the supplying library is paid by the member requesting the inter-library loan. There is also a standard cost for inter-library loans which is listed in the annual Fees and Charges, however costs do vary and the actual amount will depend on the service requested. Inter-library loans are free of charge to sight impaired borrowers. Fees apply for items supplied through inter-library loan which are damaged or lost.

## **CENTRAL WEST LIBRARIES TUTORING IN THE LIBRARY POLICY**

### **OBJECTIVES**

Paid and volunteer tutors regularly use Central West Library's branches as a workplace. This policy is to ensure that tutors are aware of their rights and obligations in relation to their use of these facilities. This policy applies to both paid and unpaid tutoring.

### **APPLICABILITY**

This policy applies to all paid and volunteer tutors who use Central West Library's branches as a workplace.

### **GENERAL**

Central West Libraries is widely recognised as an encompassing, safe and accessible community space. In this role, the Library's branches are used by tutors, both paid and unpaid, as places in which to work with students either individually or in small groups. This policy has been developed to protect the best interests of the Library and its clients, at the same time acknowledging the need for flexibility in service delivery within a regional environment.

### **PROCEDURE**

Intending users must meet the following criteria:

- Tutoring is allowed in the open study and reading areas, only if this does not disturb library users or staff. Library activities and requirements take precedence over private tutoring arrangements.
- Tutoring is not allowing in Orange City Library's Local Studies/Genealogy Room. This applies even if no other users are present in the quiet study area as it would deter users of this specialised space.
- Tutors are to ensure their activities are in compliance with the Central West Libraries – Children's Policy in relation to children in the library. When a tutor assumes the role of carer for a child, it is their responsibility to ensure the child is appropriately supervised.
- Library staff will not assume the role of supervisor or messenger when tutors are unable to meet their students in the library.
- All tutors using the library must:
  - Lodge their contact and tutoring details with the Manager Central West Libraries using the prescribed form. This notification is to be in writing before any tutoring activities are undertaken and is to be renewed every 12 months.
  - When the tutor is tutoring a minor, they must include a letter of consent from the parents/guardians of the minor.
- Tutors using the Library for financial gain must:
  - Pay the prescribed hourly fee as advertised in the Fees and Charges

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- Provide evidence of public liability insurance on an annual basis
- The Executive Member, Central West Libraries, will review use of the library as a tutoring venue and can limit the availability of the facility or exclude and/or their clients if they abuse the use of the library facilities or cause undue disruption to users of the Library.
- Tutors may not advertise the library as their place of business or otherwise imply library sponsorship of their activity.
- Volunteer tutors, including parents and carers, are not required to pay the hourly fee.
- The library does not sponsor, recommend, assure the quality or assume liability of responsibility for the work and/or activities of tutors who use library space.
- Separate rooms are available for a fee in some Central West Libraries/Member Councils. Enquiries should be made at the appropriate branch.