



Library Policy

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Applicable Legislation:	<i>Local Government Act 1999</i> <i>Library Act (1982)</i> <i>Library regulations (1999)</i>
Related Policies or Documents:	Fees and Charges Policy Children and Young Adult Safe Environment Policy
Associated Forms:	NA
Responsible Manager:	Manager Customer Services & Library
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Table of Contents

1. Preamble 3

2. Purpose 3

3. Scope 3

4. Definitions 3

5. Policy Statement 3

Library Policy

1. Preamble

- 1.1. The aim of this policy is to ensure that the Kangaroo Island Council Library continues to provide free and open access to library services facilitating lifelong learning within the Kangaroo Island community.

2. Purpose

- 2.1. The purpose of this policy is to outline the standard for using library services and facilities to ensure that both Kangaroo Island Council [Council] and the Community have the same understanding and expectations in relation to the library.

3. Scope

- 3.1. This Policy applies to all Council staff, members and customers who use library services.

4. Definitions

- 4.1. '**Customer**' means any person, whether or not a member, who visits the library for the purpose of using any library resources and/or facilities.
- 4.2. '**Member**' means any person who has applied for and been granted membership and who has been supplied with a library card.
- 4.3. '**Item**' means any book, magazine, newspaper, pamphlet, toy, game, cassette, compact disc, video, or any other audio-visual or non-book material held in the library's collection.
- 4.4. '**Library**' means the Kangaroo Island Council library and/or any Kangaroo Island outlet offering library services supplied by Kangaroo Island Council.
- 4.5. '**Library card**' means the library card issued by any South Australian Public Library.
- 4.6. '**Library staff**' means the people appointed by Council to operate the library.
- 4.7. '**Patron**' means any user of the Library facility and resources.

5. Policy Statement

5.1. Conditions of Membership:

5.1.1. Membership is open to any person who is a resident of Kangaroo Island or a resident of South Australia who, upon presenting proof of identity and current address, applies to become a member of the library using the form provided by library staff.

5.1.2. Temporary membership is granted to visitors to Kangaroo Island/South Australia with official identification and provision of local address to borrow. A refundable deposit which is held for up to six months is required with each temporary membership. Further details are available upon application.

- 5.1.3. Any application for membership by a person under 18 years of age must be signed by a parent or legal guardian. The parent/guardian is responsible for any fees or charges incurred by the person under 18 years of age.
- 5.1.4. The acceptance or rejection of an application for registration to become a member is at the discretion of library staff.
- 5.1.5. Upon acceptance of an application, the member will be issued with a library card. The library card must be produced each time items are borrowed. If not available at the time of loan, proof of ID such as a photographic ID is acceptable.
- 5.1.6. No person shall remove any item from the library unless the loan has been recorded.
- 5.1.7. A member may request that his/her membership be cancelled and his/her name deleted from the database. The member must ensure that all borrowed items are returned prior to making such a request.
- 5.1.8. If a member does not comply with the conditions and responsibilities of membership, library staff may, at any time, cancel a member's privileges or cancel a library card.
- 5.1.9. Library staff have the right to ask a customer to leave the premises if they behave in a socially unacceptable manner and reserve the right to ban a person from the library premises for repeated unacceptable behaviour in the library.
- 5.1.10. Library staff reserve the right to inspect any bag, case, satchel, pram, basket or trolley brought into the premises.
- 5.1.11. Neither the Council nor the library staff shall be responsible for any loss, damage or theft of personal property whilst the member is on library premises.

5.2. Behaviour in the Library

- 5.2.1. Library facilities, materials and equipment must not be manipulated, altered or damaged in any way by Library patrons.
- 5.2.2. Patrons of Kangaroo Island Library must at all times act in a manner that shows consideration for other patrons and staff. Inappropriate behaviour, such as verbal abuse, sexual or other harassment, aggression, anger, intimidation, rowdiness or assault, displayed by any patron towards another patron or Library staff will not be tolerated.
- 5.2.3. Library staff may ask any patron to leave the premises if inappropriate behaviour is displayed. If this request is not complied with, Library staff may call the police for assistance in removing the particular individuals.
- 5.2.4. Adults/Parents/Guardians are responsible for the behaviour of any children under the age of 18 years, in their care, while in the Library and should consider the comfort, safety and needs of other Library patrons.
- 5.2.5. Adults/Parents/Guardians are responsible for supervising the use of public computers by such children/dependents and for ensuring that they do not access inappropriate material found on the Internet, or in other materials provided by the

Library. The Kangaroo Island Library is not responsible in any way for any inappropriate material accessed by any child under the age of 18 years.

5.2.6. The Library/Library staff are not responsible for any children left unattended in the Library.

5.2.7. A Library patron may be denied access to a particular service or to particular materials if their behaviour is inappropriate or unlawful.

5.2.8. A person shall not enter into or remain in the Library premises while intoxicated or so much under the influence of alcohol or a drug so as to be visibly affected by it.

5.3. **Customer confidentiality**

5.3.1. Details regarding individual patrons (such as addresses and telephone numbers) or the use of services by patrons (such as items borrowed), will not be provided by library staff to anyone, except to the actual member or their guardian. However, this information will be provided if required by legislation or if a Court Order is produced. It may also be provided to other Kangaroo Island Council staff.

5.4. **Responsibilities of Membership**

5.4.1. Ensure you have your library card with you if you wish to borrow. If not available at the time of loan, proof of ID such as a photographic ID is acceptable.

5.4.2. Notify the library if your library card is lost and pay the replacement fee. (Note: members who fail to report the theft or loss of the library card will be held responsible for any items borrowed after the date of theft or loss.)

5.4.3. Take care of, and return all items you have borrowed on your card by the due date. (Note: members who request another person to return an item for them are still responsible for that item.)

5.4.4. Pay for any lost, stolen or damaged items that have been borrowed on your card. (Refer to 4f)

5.4.5. Pay for any overdue charges and fees on your card.

5.4.6. Ensure that no-one else uses your library card.

5.4.7. Behave in an appropriate manner at all times in the library.

5.4.8. Notify the library of any change of address and phone number and provide verification of new details.

5.4.9. Comply with the Copyright Act 1968.

5.4.10. Multimedia rated 'MA 15+' are restricted viewing to persons of 15 years and over. You must be 15 years and over to borrow such items.

5.5. **Conditions for lending items**

5.5.1. In order to borrow items, members must have a current membership of the library.

5.5.2. Up to 15 items may be borrowed on each library card.

5.5.3. Up to 6 DVDs may be borrowed on each library card.

5.5.4. Up to 6 CDs may be borrowed on each library card.

5.5.5. Library items are loaned for 28 days except for:

- a) Items considered high demand (set by Public Libraries SA) which are loaned for 2 weeks
- b) DVDs, CDs and Jigsaws, which are loaned for 2 weeks
- c) Magazines, which are loaned for 1 week
- d) Reference, local history items and current newspapers/magazines, which are not for loan.

5.5.6. Items may be renewed either in person, by telephone or online, except if an item has been reserved by another member. Items can only be renewed twice after which they must be returned.

5.5.7. Members may reserve items which are on loan. Library staff will contact the member via email or letter to advise them of the reservation and items will be held on the reserve shelf for 10 days. After 10 days, the reservation expires and the book will be returned to the shelf.

5.6. Donations

5.6.1. The library will accept donations on the understanding that they will become the property of the library and the library reserves the right to evaluate, use or dispose of the materials as it deems appropriate. Once donated, ownership is transferred to the library and the items are not returnable.

5.6.2. The library is happy to accept the following materials in new or nearly new condition:

- a) Hardcover books – 5 years old or newer
- b) Paperback books – 5 years old or newer
- c) Literary classics – any age but in good condition
- d) DVDs – 5 years old or newer.

5.6.3. Unfortunately, dated, yellow, damaged or musty items will not be accepted. The library also does not accept the following materials:

- a) Music compact discs
- b) CD-ROMs
- c) Condensed books
- d) Magazines (note: these can be placed in the swap box)
- e) Newspapers
- f) Text books
- g) Video cassettes
- h) Encyclopaedias

5.6.4. Due to severely limited storage space, library staff ask that you donate only 1 bag or box at a time. Any items that the library cannot accept must be taken by the person responsible for delivering the items to the library.

5.6.5. Disposal of items not meeting the collection criteria is left to the discretion of library staff. Discarded resources may be sold to the public or forwarded to other libraries.

5.6.6. Unsolicited donations may be rejected.

5.7. **Lost items**

5.7.1. 14 days after the due date of an item, members will incur a late fee (applied per notice). Members will be notified by a reminder notice of overdue item(s) and fee and informed that if the item is not returned within 14 days, their membership will be suspended.

5.7.2. 4 weeks after the due date of an item, membership will be suspended.

5.7.3. 6 weeks after the due date of an item, members incurs an item replacement cost fee and a lost item processing charge (applied per item) and is issued an invoice reflecting this.

- a) If member pays invoice, the suspension is lifted from membership.
- b) If item returned and late fee are still payable, however member is no longer liable for replacement cost fee. The suspension will remain until remaining fees and charges are paid.
- c) If member replaces item (with exactly the same item, in new condition) and late fee are still payable, however member is no longer liable for replacement cost fee. The suspension will remain until remaining fees and charges are paid.

5.8. **Damaged Items**

5.8.1. If member returns a damaged item, member incurs an item replacement cost fee plus a damaged item processing charge.

- a) If member pays invoice, no further action.
- b) If member replaces item (with exactly the same item, in new condition), customer is no longer liable for replacement cost fee.
- c) If no payment is received within 14 days, membership will be suspended.

Details on the fees applicable are available in the Fees and Charges Policy set by Council on 1 July each year.

5.9. **Inter-library loans**

5.9.1. Members may request an inter-library loan and will receive notification by email or letter upon their availability.

5.9.2. Inter-library fees will apply as per Kangaroo Island Council Fees & Charges (Refer to Library Fines - 4l).

5.9.3. Fees for items checked out at other Libraries will be charged by the owning Library according to their Fees & Charges.

5.9.4. Inter-library loans from Libraries Australia fees may apply in some circumstances.

5.10. Items returned to the library in error

5.10.1. If a member returns an item to the library in error, the item will be held for 1 month during which the member may claim the item. After one month, the item will be considered a donation, assessed and processed as such.

5.11. Public Computer Usage

5.11.1. Public computer usage is available to members and non-members (patrons) who provide their name prior to using a computer. They must agree to an Internet Agreement prior to accessing the Internet on public computers.

5.11.2. Printing is available at a cost and defaults to black and white. Patrons should see staff if they wish to print in colour. Patrons will be charged for total number of pages printed even if not all pages are wanted.

5.11.3. Bookings are essential and may be made in person or by telephone. Bookings are accepted in 15 minute blocks up to a maximum of 1 hour at a time. Depending on demand, a further consecutive booking may be allowed. There is a maximum of two hours per day per patron whether by consecutive or separate bookings. New bookings will not be accepted within the last 15 minutes of opening hours.

5.11.4. Patrons must not damage equipment or alter the setup of the computers.

5.11.5. There is to be no food or drink consumed near the computers or in the library.

5.11.6. Patrons are responsible for the computer they are allocated for the period of their booking, with only 1 person able to use a computer at one time. Limited space is available around each computer and patrons must not interfere with the usage of other computers or impede use of the library resources by others.

Kangaroo Island Council Library has no control over information available on the Internet and takes no responsibility for the content, accuracy, quality, competencies or legality of any material obtained on the Internet. The library assumes no responsibility for any damage, direct or indirect.

5.12. Wi-Fi

5.12.1. Any patron may, upon presenting proof of identity and current address, apply to get access to Wi-Fi.

5.12.2. Any application for membership by a person under 18 years of age must be signed by a parent or legal guardian.

5.12.3. Access to Wi-Fi is free.

5.12.4. Users of Wi-Fi must agree to a number of Terms and Conditions upon logging on.

5.12.5. Maximum data usage is 1GB per 24 hours.

5.13. Internet Access

*Access to the Internet via Public Access Network (either on public computers or) is provided for educational, informational and recreational purposes. All users agree to use these resources in a responsible manner and also to respect the rights of others. **Conditions of Use***

5.13.1. Access is free.

5.13.2. Minimal staff assistance is available.

5.13.3. Patrons under 18 years of age must have an Internet Agreement signed by a parent or guardian. Parents/Guardians are responsible for the actions of their children in using the Public Access Network.

5.13.4. Copyright guidelines must be followed in downloading or copying images and files.

5.13.5. Patrons must not modify or gain access to restricted files or data belonging to others.

5.13.6. Patrons must not use the resources provided for any fraudulent or unlawful purpose.

5.13.7. Patrons must not access sites which are inappropriate or offensive in a public place given the wide range of ages of library patrons.

5.13.8. Files downloaded onto a public computer will be deleted by library staff on a regular basis however if files are downloaded or saved onto the computer, there is no guarantee that they will not be accessed by other users before they are deleted.

5.13.9. Library staff will monitor compliance with 'Conditions of Use' using a variety of methods including personal observation and reviewing of record logs.

5.13.10. Patrons who breach these 'Conditions of Use' may face sanctions including having their access rights withdrawn.

5.14. Fees and Charges

5.14.1. Fees and Charges apply for the following activities:

5.14.2. Library fines

- a) Damaged or Lost Item Charge
- b) Overdue (Late) Notice Processing fee
- c) Replacement Costs all items

5.14.3. Temporary membership refundable deposit

5.14.4. Library card replacement fee

5.14.5. Inter-library loan fee & postage fee (not set by Kangaroo Island Council)

5.14.6. Libraries Australia Document Delivery Charge (not set by Kangaroo Island Council)

5.14.7. Printing and photocopying (A4 and A3, B&W and colour – single and double sided)

The amounts are outlined in the Fees and Charges Policy set by Council on 1 July annually.

6. Availability & Grievances

This policy is available for inspection via Council's website www.kangarooisland.sa.gov.au.

Any grievances in relation to this policy or its application should be forwarded in writing addressed to the Chief Executive Officer, Kangaroo Island Council, PO Box 121, Kingscote SA 5223

SIGNED:



Chief Executive Officer

Date: 10 May 2022

History:		
Date Reviewed:	Version:	Reason for Amendment:
12 March 2014	Version 1	Adopted by Council on 12 March 2014. Minute Book Reference 11.10
13 October 2015	Version 2	Standard review post 2014 Local Government Election.
08 May 2018	Version 3	Periodic Review and inclusion of new Code of Conduct for Council Employees. Council Motion C137:2018
14 May 2019	Version 4	Periodic Review Minute Ref# C170/2019
10 May 2022	Version 5	Periodic Review template update.