

## South Burnett Libraries Operations Policy

**NOTE:** Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Corporate, Governance & Strategy Branch. **A hard copy of this electronic document is considered uncontrolled when printed.**

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### 1. POLICY STATEMENT

The purpose of this policy is to provide guidelines for operational and management practices across the South Burnett Regional Council ('Council') libraries.

### 2. SCOPE

This policy applies to Council representatives and members of the community.

### 3. GENERAL INFORMATION

#### 3.1. Access to library services

The library service provides free access and membership for residents in the Council area to programs, services, and collections, through a combination of a physical library facility, electronic resources, and online presence. It offers inclusive access for the whole community. Library services function in accordance with the *Human Rights Act 2019* (Qld).

#### 3.2. Library condition of entry

Council has duty of care and to ensure the safety, wellbeing, and rights of all are respected, the condition of entry apply to all South Burnett libraries, including the immediate vicinity of the facilities.

Library customers are asked to abide by condition of entry. Failure to do so may result in being asked to leave, banned, or suspended from entering some or all of Council's premises under the Unreasonable Customer Conduct Policy -Strategic033.

##### 3.2.1. Expected behaviour

All library customers (Including children) must:

- act in a respectful manner and abide by all reasonable directions given by Council employees;
- adhere to all Council policies and procedures and public health directives that may be in place;
- respect the designation of particular areas in the library for particular purposes;
- be responsible for all personal belongings and property;
- meet acceptable levels of dress and personal cleanliness, appropriate footwear and clothing must be worn at all times whilst on library premises; and
- leave the library promptly at closing time and also during emergency drills and real emergencies.

### **3.2.2. Unacceptable Behaviours**

Library customers must not:

- disrupt other library customers or library operations;
- act in a violent, aggressive, discriminative, or harassing manner;
- use the internet/wifi services in an unacceptable manner;
- run in the library;
- eat or drink in the library;
- be under the influence of, consume, administer, or distribute illicit drugs while on library premises;
- consume alcohol or give the appearance of intoxication;
- smoke in the library premises or within five (5) metres of the entry point into the premises;
- solicit business or undertake fund raising, canvassing, or hawking including selling raffle tickets on library premises;
- bring an animal, bird, or reptile into the library, with the exception of certified Guide, Hearing or Assistance dogs.

### **3.2.3. Children**

Supervision of children under the age of 12 in South Burnett libraries are the responsibility of their parent/s, guardian/s, carer/s, or other designated responsible person/s. Council employees do not have the required qualifications, nor the legal responsibility, to care for children. All children under 12 years of age must be directly supervised by a parent, carer, guardian, or designated responsible person at all times when using computers at South Burnett libraries.

### **3.3. Technology access and use**

South Burnett libraries provide free and equitable public internet access that is available to the community at all library facilities via library devices, and via wi-fi for customers using their own devices in accordance with the Technology Public Access Policy – Strategic019. Printing, photocopying, and scanning services are also available with fees in accordance with Council's Fees and Charges Register.

South Burnett libraries provide on-line access to a range of electronic resources, which may be added to, discontinued, or changed.

### **3.4. Library meeting rooms**

- South Burnett libraries provide access to three (3) meeting rooms free of charge for not-for-profit community groups based in the Council area for the purpose of community related events and activities.

### **3.5. Collection development**

Council's Library Collection Development Policy – Strategic020 establishes guidelines for the development and management of library resources in accordance with the Queensland Public Library Standards and Guidelines.

### **3.6. Membership**

Council provides a free library service that includes:

- no fees for overdue collection items;
- no fees for collection item reservations;
- no charges for internet access;
- no charges for membership for residents from other local government areas in Queensland; and
- no charges for interlibrary loans between the Queensland public library network;

Identification totalling to 100 points must be provided when applying for membership at South Burnett libraries. Exceptions may be made and will be treated on merit.

Customers contact details need to be updated as details change. Membership is due for renewal every three (3) years to ensure that contact details are current.

#### **3.6.1. Under 18's membership**

Under 18's membership is available to any customer under the age of 18. Customers under 18 require parental or guardian identification totalling 100 points. Exceptions may be made and will be treated on merit.

#### **3.6.2. Organisational membership**

Organisations including aged care facilities, education organisations and libraries may apply for membership. Each application must nominate a responsible person. Resources and number of items for loan are subject to approval of South Burnett libraries.

#### **3.7. Loans, renewals, reservations, and requests**

Customers may borrow up to ten (10) physical items per membership for a four (4) week loan period. Items may be renewed once either in person, by telephone or via the online catalogue. Customers may also choose to have items renewed automatically. Items cannot be renewed if they have been reserved by another customer.

A limit of ten (10) items may be on reservation at any time.

Loan limits for electronic resources, including eBooks, eAudiobooks, eMagazines and eMovies are available on each platform.

#### **3.8. Overdue items**

A reminder notice will be sent three (3) days prior to items becoming due. An overdue notice will be sent for items not returned within 14 days of the due date. A replacement cost fee will be charged for items that become long overdue (overdue for 90+ days). Membership accounts that have incurred a charge will be suspended until the charge is paid or the overdue items are returned.

#### **3.9. Damaged items**

Customers are not to attempt to repair damaged or worn items and inform a Council employee of the damage upon discovery or return of the item/s. If the damage is from general use no charge will be incurred, if the damage is the customers responsibility a replacement cost may be charged.

#### **3.10. Lost items**

If an item is reported lost customers are requested to pay the replacement cost.

### **4. DEFINITIONS**

**Council employee** means a person employed by Council who performs work, under the direction and control of Council, on an ongoing basis with an ongoing expectation of work entitled to superannuation contributions paid by Council.

**Council representative** means all Councillors and Council employees including permanent, casual, and temporary employee, apprentices, trainees, contractors, volunteers, and work experience students. **South Burnett Libraries** means Council's Library facilities location at Blackbutt, Nanango, Kingaroy, Wondai, Proston, and Murgon.

### **5. LEGISLATIVE REFERENCE**

*Human Rights Act 2019 (Qld)*

*Local Government Act 2009 (Qld)*

*Local Government Regulation 2012 (Qld)*

### **6. RELATED DOCUMENTS**

South Burnett Regional Council Employee Code of Conduct – Statutory011

South Burnett Regional Council Libraries Collection Development Policy – Strategic020

South Burnett Regional Council Technology Public Access Policy – Strategic019

Queensland Public Library Standards and Guidelines

## 7. NEXT REVIEW

As prescribed by legislation or September 2027

## 8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	Development of policy	19 September 2012	1040590
2	Review of policy	20 October 2023	1040590
3	Administrative amendment – organisational structure review – resolution 2022/432	27 April 2022	1040590
4	Review of policy	18 September 2024	2846885

  
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Date: 18 September 2024