

Library Services Policy

1. PURPOSE

This policy states Council's role in the delivery of high quality and equitable community services by providing access to library services and Little Libraries. These are aligned to Council's strategic vision to create a thriving community with a quality lifestyle that values its people and natural environment.

Council recognises public libraries are hubs within the community that provide access to information in a variety of formats to meet the community's educational and recreational needs.

Council also recognises the value Little Libraries provide to the community, a free book-sharing box that works on an honour system where residents can leave or take books.

2. POLICY

There is no legislative requirement for Council to have a library services Policy, however this policy has been developed and is supported by the legislative requirements under The Libraries Act 1982. This Act's objectives are as follows:

- a. To achieve and maintain a co-ordinated system of libraries and library services that adequately meets the needs of the whole community.
- b. To promote and facilitate the establishment and maintenance of libraries and library services by councils and other appropriate bodies.
- c. To promote a co-operative approach to the provision of library services.
- d. To ensure that the community has available to it adequate research and information services providing access to library materials and information stored in libraries and other institutions both within and outside the State.

The library services referred to above include the lending of library materials to members through a membership without direct lending charge or the payment of a membership fee.

This Policy is further guided by the State Library South Australia Intellectual Freedom Policy, this document provides guidance to the Public Libraries Network to ensure equitable access and freedom of expression within library collections.

2.1. Provision of Library Services

Council recognises public libraries play an integral role in actively supporting the social and economic development of the community through a range of functions including information access, learning, cultural and recreational requirements. This support is based on the following principles.

Council is committed to:

- a. Delivering high quality customer focussed library services that are responsive to community needs.
- b. Recognising that residents within the community hold diverse opinions, beliefs, ideas, and values; and who's demographic is also diverse in age, ability and financial affordability.
- c. Providing and enabling equitable access to information and recreational reading resources in a variety of formats to meet the requirements of the community, encourage the sharing of ideas that reflect the wide variety of community interests and views and to contribute to improved wellbeing.
- d. Providing access to user-friendly technologies, Wi-Fi and online resources to ensure equitable access to digital information and enhance overall customer experience.
- e. Selecting library materials in accordance to professional standards and making accessible to the community unless restricted by Australian Government classifications.
- f. Providing mechanisms for customer feedback on materials already within the collection, or the suggestion of new material to be added.
- g. Recognising the Tea Tree Gully Library is part of the South Australian Public Libraries network, which operates under a Memorandum of Agreement funding partnership with the State Government.
- h. Keeping library users' rights to privacy and confidentiality respected at all times.
- i. Valuing and recognising the significant role that volunteers contribute to library services, and utilise these strengths and skillsets to enhance these services.
- j. Aligning any fees and charges applicable to library services in accordance with Council's *Schedule of Fees and Charges*.

Within the Public Libraries' SA *Library Management System policy and guidelines*, it outlines the responsibilities of parents and legal guardians. This includes that they are responsible for their children's use of library materials and services, including access to the Internet. It also outlines limitations for both children under 15 and children under 18, and the alignment with the Australian Classification ratings and provide limitations on their borrowing capacity.

2.2. Operating Hours, Public Holidays and Closures

All standard opening times will be published on Council's website and variations promoted through Council's social media.

The Tea Tree Gully Library, located within the Modbury Civic Centre, will be closed on all public holidays as defined by the Public Holidays Act 2023 except Sunday, which will be subject to the following:

- a. Closed Easter Sunday and when 1 January, 26 January, Anzac Day or Christmas Day falls on a Sunday.
- b. Open on all other Sundays.

Normal opening hours may be varied at the discretion of the CEO due to a range of circumstances such as planned and unplanned outages, an unforeseen emergency or other requirements. Communication with customers and users of the space will be notified. Where possible, closure dates will be publicised at least three weeks in advance.

2.3. Volunteer Operated "Little Libraries"

A Little Library is a free book-sharing box that works on an honour system where residents can leave or take books. This is often using a box or 'little house' constructed from a range of

materials and placed in residential front gardens or on street verges. This initiative relies on the good will of the local community; users do not need to share a book to take a book.

Little Libraries are volunteer driven and the books are not directly procured, assessed, placed or curated by City of Tea Tree Gully staff.

Given the volunteer nature and location of these Little Libraries there are some planning requirements that need to be met.

2.3.1. Management of Little Libraries on Council Land

From time to time, Council receives requests from members of the public for the installation of Little Libraries on land that is under the care and control of Council (e.g. the verge in front of their house or other local community venue).

Council does not put out a 'call' for locations, this is a community driven program. When a request is received, the requestor/applicant will need to consider if the proposed Little Library can be appropriately located on private land, either on their own land or by seeking permission from the proposed landowner. Development approval is not required if the proposed Little Library is located on private land, is smaller than 2m² and free from business advertising signage. These can be requested from and produced by the Holden Hill Men's Shed.

Council will consider requests and grant approvals for the construction and installation of Little Libraries on Council land using the following criteria:

- a. The proposed funding source for the materials and supplies required to construct the Little Library.
- b. Design, size and structure.
- c. Proposed location of the installation and the proximity to other existing Little Libraries.
- d. A volunteer custodian/s of the proposed Little Library is clearly identified and understands their role and responsibilities as a volunteer custodian.
- e. Level of local community of interest in establishing the Little Library at the proposed location.

Any requests submitted are processed as per the Little Libraries procedure.

The ongoing maintenance of a Little Library located on Council land will be at a service level determined by Council. Council reserves the right to remove any Little Library structures located on land under their care and control at any time.

3. DEFINITIONS

For the purposes of this policy the following definitions apply:

CEO

Refers to the Chief Executive Officer (including their delegate) of the City of Tea Tree Gully.

Member

A person who is a resident of South Australia, who has registered with their identification as a member whose membership provides them with free access to borrow physical and digital items, access online platforms, onsite computers and Wi-Fi.

Libraries SA

Refers to Libraries SA One Card Network and the library management system which connects more than 130 public libraries across South Australia to provide access for the whole community to both the physical and digital resources.

Public Library Network

Means all public libraries within South Australia, including metropolitan to regional areas in joint use and school community libraries.

Tea Tree Gully Library

Is the vibrant community hub located within the Civic Centre building in Modbury. This is the physical building where library physical collections are housed but not the only way community can access library services. Other ways involve online platforms or through community outreach services.

4. LEGISLATIVE FRAMEWORK

There is no legislative requirement for Council to have a policy relating to this area.

The following legislation applies to this Policy:

1. [Broadcasting Services Act 1992 \(Cth\)](#)
2. [Copyright Act 1968 \(Cth\)](#) - Council will comply with best practice in relation to the artist's rights under the Act (including Moral Rights), and ensure their work has the right attribution.
3. [Children and Young People \(Safety\) Act 2017](#)
4. [Classification \(Publications, Film and Computer Games\) Act 1995](#) - *All material supplied in the library and electronically via eBooks and Audiobooks are available for general public access*
5. Disability Discrimination Act 1992
6. [Equal Opportunity Act 1984](#)
7. [Public Holidays Act 2023](#)
8. [Freedom of Information Act 1991](#)
9. [Libraries Act 1982 \(and Regulations 2013\)](#)
10. Local Government Act 1999
11. Volunteer Protection Act 2001

4.1. Other references

Council's documents including:

1. Fees and Charges Register
2. Disability Discrimination Act Policy
3. Library User Behaviour Guidelines
4. Record Management Policy
5. Children & Vulnerable Persons Safe Environment Policy
6. Volunteer Management Policy

5. STRATEGIC PLAN/POLICY

5.1. Strategic Plan

The following strategic objectives in Council's Strategic Plan 2030 are the most relevant to this report:

Aspiration	Comments
Our Community	
Our programs, events and services are accessible, inclusive and adaptable to meet community needs	The library services provided by Council offers both physical and online spaces, where people can connect, to materials and information, to technology and ideas. Everyone is welcomed with inclusive access, which also includes outreach for those not able to physically attend the building.
Diversity is welcomed and celebrated	Library services that are provided reflect the diversity of the community and ensures all customers have equal access to services, programs and resources.
People feel a sense of belonging, inclusion and connection	Through providing library services the community has access to physical and online resources and a safe and welcoming building space. This extends to accessing programs and events, that include opportunities to connect cultures, neighbours and the wider community.
The safety and wellbeing of our community is a priority	Wellbeing outcomes are the drivers for the services provided, initiatives delivered, and opportunities to volunteer. The Tea Tree Gully library is a space which is maintained to expected community standard and online technologies use high-level security safety filters.
Our Economy	
Our centres are vibrant with Modbury Precinct as the region's key activity centre	The Tea Tree Gully library is located within the Modbury Precinct, providing a destination for people to attend, supporting the regions key activity centre.
Our Places	
Our public places are attractive, adaptable and fit for purpose	The Tea Tree Gully library is a welcoming, aesthetically pleasing, safe and an accessible space that is fit for purpose to deliver services, programs and events.
Our Leadership	
Our service provision is sustainable and adaptable	The library services provided by Council aim to respond to the changing needs of the community.
We have an innovative approach to customer service that provides a positive customer experience and adapts to changing needs.	All library services offered are customer focussed, responsive and adaptive to enhancing the customer experience.
Our planning and decision making is evidence based, consistent and focused on outcomes for the future	Informed decisions are made by using data to ensure alignment with strategic objectives and wellbeing pillars.

5.2. Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on five key themes of customer care, learning & growth, future capability and sustainable operations. The key themes most relevant to this policy is customer care and sustainable operations

6. POLICY IMPLEMENTATION

This Policy will be implemented by the CEO or relevant portfolio General Manager and managed in accordance with Council's scheme of delegations.

Record number	D24/14297
Responsible Manager	Manager, Community Connections
Other key internal stakeholders	General Manager Community Services Lead Community Hub Team Leader Technology and Digital Learning Team Leader Library Customer Experience Team Leader Collections and Access
Last reviewed	27 May 2025
Adoption reference	Council
Resolution number	748
Previous review dates	19/08/20, 21/6/17, 15/3/14, 21/09/11, 8/4/08
Legal requirement	N/A
Due date next review	2027
Delegations	Nil