

# Library Services Policy



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Responsible Manager	Manager, Library Services, Arts & Culture
Other key internal stakeholders	Director Community & Cultural Development
Last reviewed	19 August 2020
Adoption reference	Policy and Strategic Development Committee
Resolution number	76
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Legal requirement	N/A
Due date next review	2023

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## PURPOSE

The existence of this policy states Council's position in the provision of library and information services to the community. The existence of this Policy will assist to identify and promote the City of Tea Tree Gully's role in delivering high quality and equitable community services through the provision of effective access to library services.

This policy ensures the Library Service is supported by freedom of information principles, with the further goal of progressing Council's strategic vision is to create a prosperous and connected community where people have access to the resources and can build capacity to achieve their goals.

## POLICY

Council recognises public libraries are an integral part of the social and cultural fabric of the community. Council's Library provides access to current and unbiased information in a variety of formats to meet the community's educational and recreational needs. The library is a safe community space where everyone is welcome.

The City of Tea Tree Gully is committed to the delivery of high quality customer focussed information and library services which encourage lifelong learning and to enrich the lives of people within the community.

Council's Library services incorporate requirements outlined in the *Disability Discrimination Act 1992* and Council's Disability Discrimination Act Policy.

## Collection

Council recognises its diverse community has a variety of opinions, beliefs, ideas and values. Council believes in the freedom to access information and the sharing of ideas to support a wide variety of interest and views of the community.

Materials purchased for the library collection support the general, broad-based and diverse interests of the City of Tea Tree Gully community including recreation and information needs. A range of material and differing views are accessible within current legislation.

Parents and legal guardians are best placed to be responsible for all materials and services their children select and use; including access to the Internet within the Library Service.

Council recognises the community's increased demand for accessing information electronically via the Internet, and accordingly will consider this in the allocation of Library resources.

## Computers and wifi

The City of Tea Tree Gully Library provides computers as a resource. These are available for recreational and educational purposes, and provide customers with access to new information technology and participate and access information digitally.

The Library Service is committed to ensuring the provision of new technologies, wifi and online resources to ensure fair and equitable access to digital information for the community.

The Library Service complies with policies and procedures determined by Public Libraries Services and a copy of the Internet acceptable use policy is displayed electronically on all public computers. All members using these facilities and accessing Wi-Fi agree to these conditions before use. Internet filtering software is applied restricting website access to material such as pornography and terrorism accessible via the Internet on Council owned equipment, to prevent the general public from accessing such sites, whether accessed intentionally or unintentionally.

## Partnerships

We acknowledge the Memorandum of Agreement which outlines the funding partnership between the State and Local Government, supporting the provision of resources to the Tea Tree Gully Public Library and the South Australian public library network through the One Card Network.

The Library Service works in partnership with State Government and other local councils across the State to ensure the library service is relevant and accessible to everyone within the community. The strategic direction of public libraries within the State is set out by "[Tomorrow's Libraries: Future Directions of the South Australian public library network](#)".

## Public Holidays and Closures

The City of Tea Tree Gully Library Service will be closed on all public holidays as defined by the Holidays Act 1910 except Sunday, which will be subject to the following:

1. The Library will be closed Easter Sunday and when 1 January, 26 January, Anzac Day or Christmas Day falls on a Sunday.
2. The Library will be open for all other Sundays.

The City of Tea Tree Gully Library Service will be closed on other days or part days as determined by the Council. Where possible, closure dates will be publicised at least three weeks in advance.

## 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. [Equal Opportunity Act 1984](#)
6. [Holidays Act 1910](#)
7. [Freedom of Information Act 1991](#)
8. [Libraries Act 1982](#)
9. [Local Government Act 1999](#)

## Other references

Council's documents including:

- a. Fees and Charges Register
- b. Disability Discrimination Act Policy
- c. Library User Behaviour Guidelines
- d. Record Management Policy
- e. Children & Vulnerable Persons Safe Environment Policy
- f. Volunteer Management Policy

External documents including:

- a. [Statement on free access to information](#), Australian Library and Information Association - amended 2015
- b. [Statement on Library and information services for people with a disability](#), Australian Library and Information Association
- c. [Statement on public library services](#), Australian Library & Information Association, amended 2018

## STRATEGIC PLAN/POLICY

### Strategic Plan

The Library Service is a unique community space, which is well maintained to ensure it is suitable for everyone to access use its many facilities and enjoy visiting. Assistance is available to residents, who are unable to physically access the service.

The following strategic objectives in Council's Strategic Plan 2025 are the most relevant to this report:

Objective	Comments
<b>Community</b>	
<i>People feel a sense of belonging, inclusion and connection with the City and the community</i>	Council's library creates a space where people can connect with one another, art, books, ideas and many forms of creativity. Everyone is welcomed.
<i>Diversity is welcome and celebrated</i>	Council's library aims to reflect the diversity of the community, and ensure all customers have equal access to service programs and resources
<i>Our services are accessible to all and respond to changing community needs</i>	Council's library aims to provide the community with access to physical, electronic resources, and support a wide range of literacy and literacy-based activities.

Places	
<i>Opportunities exist to express and experience art and culture</i>	Council's library aims to provide variety of opportunities for individuals to learn new skills and cultural experiences, and for new and emerging artists to display their work.
Leadership	
<i>Customer service provides a positive experience for people and is based on honesty and transparency</i>	Council's library aims to help customers find what they need in every way we can, and listen to suggestions to improve the services delivered.
<i>Delivery of services is sustainable and adaptable</i>	Council's library aims to provide a service which responds to the changing needs of the community.

## Organisation Plan

Our Strategic Plan is supported by an Organisation Plan which focuses on five key themes of organisational excellence. The themes most relevant to this report are: People and Leadership; Customers and community relations; Governance; Finance and systems, Continuous improvement

## DEFINITIONS

### Member

A person who is a resident of South Australia, who has registered with their identification as a member to borrow physical, digital resources, and has access to computers and wifi.

### One Card Network

Refers to 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.

## POLICY IMPLEMENTATION

This Policy will be implemented by the Chief Executive Officer or relevant portfolio director and managed in accordance with Council's scheme of delegations.

## ACCESSIBILITY

This Policy and Council's Fees and Charges Register are available to be downloaded free of charge from Council's website: [www.cttg.sa.gov.au](http://www.cttg.sa.gov.au)

Hard copies, for a fee, can be provided in accordance with Council's Fees and Charges Register at Council's Civic Centre at 571 Montague Road, Modbury SA 5092.  
Road, Modbury SA 5092.