



**Blackall-Tambo**  
Regional Council

# Library Policy

**14 October 2014**

Policy Number: Admin 13

Version Number: Three

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# **1 RESOLUTION**

12/10A/14

## **2 PRELIMINARY**

### **2.1 SHORT TITLE**

This policy may be cited as *Policy No. 2 (Libraries) 2010*.

### **2.2 OBJECT**

The objects of this policy are to—

- (a) provide for a library service that effectively meets the needs of the community; and
- (b) confer the necessary powers for the administration, management and control of a library and library services; and
- (c) Provide for the protection of library resources.

## **3 LIBRARY MEMBERSHIP**

### **3.1 CLASSES OF MEMBERSHIP**

The different classes of membership are—

- (a) Class 1 - Adult members (a person 18 years or older); and
- (b) Class 2 - Junior members (a person under 18 years); and
- (c) Class 3 - Provisional members (visitors); and
- (d) Class 4 - Institutional members (e.g. schools, kindergartens etc).

### **3.2 MEMBERSHIP**

- (a) All residents of Queensland, whether library members or not, have the right to be informed of the full range of library services available to them and their entitlement to these services free of charge.
- (b) Library membership is not required for use of library resources on library premises.
- (c) Library membership is available free of charge to all residents of Queensland.
- (d) Library membership is available free of charge to institutions or community organisations operating within The Blackall-Tambo Region.
- (e) Temporary library membership is available to visitors upon payment of a refundable deposit of \$50.

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**3.3 APPLICATION FOR MEMBERSHIP**

- (a) Borrowing of library materials can take place only after completion of application for membership and proof of identity and residence to the satisfaction of library staff.
- (b) An adult applying for library membership must provide details for the completion of an enrolment form and sign a statement binding them to abide by the conditions of membership outlined on the form.
- (c) An applicant for library membership under the age of 18 years must have their enrolment form endorsed by a parent or guardian, acknowledging responsibility for the supervision of the child’s library use including responsibility for payment for materials lost or damaged while on loan to the child.
- (d) Application for institutional membership must be made by an authorised officer of the organisation. Their endorsement of the enrolment form acknowledges responsibilities of membership on behalf of the organisation.

**3.4 ENTITLEMENTS OF MEMBERSHIP**

- (a) A library member, of Classes 1 and 2, is entitled to borrow up to ten items for a period of up to three (3) weeks. Class 3 members are restricted to three (3) items.
- (b) Members with special needs such as those living in remote locations or school teachers are entitled to extended loan limits.
- (c) Loan limits for institutional members (Class 4) are to be set according to the needs of each group
- (d) All loans can be extended beyond the date due by phone or in person provided the materials on loan are not reserved for other library users or are on unextendable short term loan from another library. Where an extension is unavailable for these reasons the option to re-request the item may be made available.
- (e) The reference collection is only available for use on library premises.
- (f) The availability for loan of certain materials may be restricted when they are in heavy demand to maximise access to those materials by all library users.
- (g) No other restriction on the basis of content is to be made on the availability of library materials
- (h) The library member and other users may request an explanation by library staff of the full range of services and collections available at or through the library.
- (i) The library member and other users may request assistance from library staff in accessing and using library tools and materials.
- (j) The library member and other users may request an explanation by library staff of the full range of services and collections available at or through the library.

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- (k) The library member may request that materials or information not available in the library be acquired by library staff and that they are informed of their arrival or availability.
- (l) The library member is entitled to access to the library only during library opening hours and to be able to return library materials outside library opening hours

**3.5 OBLIGATIONS OF MEMBERSHIP**

- (a) The library member is obliged to have the loan of all materials recorded before taking them from the library.
- (b) The library member is obliged to return or request to extend the loan of borrowed materials on or before date due.
- (c) The library member is obliged to inform library staff of any loss of or damage to materials on loan to them, their children or institutions whose membership application they endorsed.
- (d) The library member is obliged to arrange for payment for any materials lost or damaged while on loan to them, their children or institutions whose membership applications they endorsed.
- (e) The replacement cost for lost or damaged materials is to be based on average prices furnished by the Public Libraries Division of the State Library of Queensland or on cost price for non-standard items.
- (f) Other than payment for lost or damaged materials, charges for overdue returns, photocopying, X-Box and Internet usage, there will be no charges for library services.
- (g) Parents are required to supervise their children’s borrowings, or to notify library staff if there are materials they do not wish their children to borrow
- (h) Children of a younger age are to be supervised in the children’s area at all times; and parents are encouraged to pack up children’s games and toys after use.
- (i) Children wishing to use the toilet must be accompanied by a parent at all times.
- (j) Eating, drinking or smoking is not permitted within the library.

**3.6 RESTRICTION OF MEMBERSHIP**

Rights of library membership or use can be temporarily restricted or suspended if;

- (a) The member fails to return library materials or to pay for lost or damaged materials.
- (b) The member persistently requires accounts as a reminder to return borrowed materials, having ignored warnings of this proposed action.
- (c) The member’s or user’s behaviour disturbs other library users or staff and they do not desist from this behaviour when requested to do so by library staff.
- (d) The member uses the internet inappropriately (restricted sights etc)

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## **4 LIBRARY INTERNET USE**

### **4.1 PURPOSE**

The purpose of the Blackall and Tambo Libraries is to provide a balanced collection of book and non-book resources, including the Internet, to fulfil the information, education, recreation and cultural needs and requirements of the residents/ratepayers of the Blackall-Tambo Region.

### **4.2 CONTENT**

(a) By providing public access to the Internet in both its branches, the Blackall and Tambo Libraries offer access to information, ideas and commentary beyond the confines of its own collection via the World Wide Web.

(b) However, the content of the material available on the Internet is not controlled in any way, nor is it monitored by the Blackall and Tambo Libraries. The Libraries therefore require clients to make their own evaluation of the truth, completeness, accuracy or suitability of information obtained from the Internet.

### **4.3 ACCESS**

(a) The Blackall and Tambo Libraries do not monitor or censor access to information available on the Internet. While the World Wide Web offers access to a wealth of material that is personally, professionally and culturally enriching, it also allows access to some material that may be offensive, disturbing and/or illegal.

(b) The Blackall and Tambo Libraries seek to address the concerns of parents and the community by placing Internet computers in full public view at both branches. Information on safe surfing and access to sites recommended for children and parents is available in both the Internet Reference collection and the general collection.

(d) The Blackall and Tambo Libraries will not be held responsible for inadvertent exposure by minors or adults to potentially offensive material accessed by Internet users on Library equipment. The Libraries are not and will not be held responsible for what a minor or adult may locate on the Internet. As with other library materials, restriction of a minor’s access to information on the Internet is the responsibility of the parent or legal guardian.

(e) The Blackall and Tambo Libraries will not be held responsible for access delays encountered in Internet use due to telecommunications or other technical problems beyond its control.

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#### **4.4 CONDITIONS AND TERMS OF USE OF THE INTERNET IN THE LIBRARY**

***A. In order to maximise Internet availability, and to ensure equitable access to all clients, the following conditions apply.***

(a) Prior bookings are helpful. Bookings may be for half hour or one hour sessions. Access cannot be guaranteed unless there is a booking.

(b) A fee for public internet access is payable after the session. Correct change would be appreciated.

(c) Latecomers will not be able to make up the time they have missed if another booking follows. Clients more than 10 minutes late may be required to forfeit the whole booking.

(d) Staff may assist clients in getting started, but are not available for in-depth training for Internet use.

***B. Additional services and conditions.***

(a) A printer is available for copying. A fee is charged per page, payable after the session. Clients are responsible for ensuring that Copyright provisions are not breached. Copyright regulations are displayed at Internet stations at both branches.

(b) Users must not download software from the Internet onto the library computer however downloading is permitted onto a removable device.

(c) Data downloaded from the Internet may contain viruses. Every user is responsible for maintaining virus-checking software on their home computer. The Blackall and Tambo Libraries will not be held responsible for viruses downloaded from the Internet.

(d) Clients may not use their own personal software on Library equipment.

(e) E-mail is available to clients only if they have their own personal E-mail address.

(f) Clients should be aware that Internet communications are not secure, and the Blackall and Tambo Libraries are not responsible for the privacy of electronic communication.

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## **4.5 STANDARDS OF BEHAVIOUR**

Standards of behaviour while using the Blackall and Tambo Libraries public use facilities are the responsibility of clients, or in the case of minors, the responsibility of their parents/guardians. Intentional misuse of these facilities may result in the removal of access privileges.

### ***A. Unacceptable use includes, but is not limited to:***

- (a) Destruction of, or damage to equipment, software or data belonging to the Blackall and Tambo Libraries
- (b) Unauthorised monitoring of electronic communications.
- (c) Intentional unauthorised copying of copyright-protected material or infringements of licence agreements.
- (d) Invasion of the privacy of others.
- (e) The distribution of unsolicited advertising.
- (f) Use of the Internet for commercial or financial gain.
- (g) Use of the Internet for any illegal activity.

### ***B. Clients' access to offensive or inappropriate material is unacceptable in a public area.***

- (a) Internet computers in both Libraries are in full public view. Clients found accessing offensive or inappropriate material will have their sessions terminated promptly, and may be denied further future use of the Library's Internet facilities.
- (b) Rowdy or disruptive behaviour at Internet facilities will not be tolerated.

## **4.6 DISCLAIMER**

Clients are required to read the Conditions of Internet use before using the Blackall and Tambo Libraries public Internet facilities.

A copy of Appendix A- Conditions of Internet Use in the Blackall and Tambo Libraries, will be displayed beside every computer in the Blackall and Tambo Libraries so all clients are aware of internet use terms.

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The Blackall and Tambo Libraries will from time to time adapt and update this Policy on Public Internet Use, in line with developments and changes in the Internet itself.

## **5 MISCELLANEOUS**

### **5.1 COPYRIGHT**

It is the responsibility of library staff to maintain appropriate procedures and records relating to copyright laws and regulations.

## **6 CHANGES SINCE LAST REVISION**

New Policy as of 14 October 2014 to reflect current procedures

## **7 RECORDS**

When completed and approved the original, signed hard copy of the policy is filed in the Master File.

Electronic copies are saved in the appropriately labelled folder in InfoXpert.

## **8 APPENDIX A-CONDITIONS OF INTERNET USE IN THE BLACKALL AND TAMBO LIBRARIES**

*You are welcome to use the Blackall and Tambo public Internet access services under the following conditions.*

1. The public Internet service is available for the purpose of providing access to electronic information resources.
2. Clients must not damage, destroy or modify equipment, software or data belonging to the Blackall and Tambo Libraries, nor violate, or attempt to violate, any computer network's system security.
3. The Blackall and Tambo Libraries have no control over the accuracy, authoritativeness, timeliness or usefulness of the information accessed through the Internet, and shall have no liability for any damages related to the use of the information accessed.
4. These facilities are to be used in a responsible manner, taking into consideration the laws on copyright, privacy, harassment and libel.
5. Clients who intentionally misuse these facilities, or fail to comply with staff directives on the use of this service, may have their access privileges removed.

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