

ALEXANDRINA LIBRARIES - SERVICE POLICY

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Responsible Division	Wellbeing
Related Documents	Alexandrina Council: Community Strategic Plan 2014 - 2023 <i>Libraries Act (SA) 1982</i>
Applicable Legislation	<i>Libraries Act 1982</i> <i>Copyright Act 1968</i> <i>Disability Discrimination Act 1992</i> One card operations guide Section 4, Collection management maintenance 2017 SA Public Library Network Collection Policy 2015 Public Library Service (PLS) cataloguing guidelines April 2017

Preamble

The contents of and the commitments that Council make in this policy are not intended to be any more than a statement of the Council's general position in relation to these matters, and to facilitate its aspirations wherever it is reasonable to do so.

Overview

Public Libraries are an integral part of the social and cultural fabric of the community. They provide access to current, unbiased information, recreation, local and family history. These resources are provided in various formats and are aimed at various social groups. Libraries value and respect diversity, identity, belonging, community well being, active involvement, creativity and innovation.

The provision of library services is recognition of Council's role in actively supporting community development. There is also an acknowledgement that some members of the community will be excluded from participating in an information based society unless they have access to such services.

Council's libraries are jointly funded by Local and State Governments to support the education, recreation, cultural and information requirements and aspirations of the community.

Alexandrina Libraries are committed to delivering vibrant and inclusive community places that support learning, literacy, recreation, culture and the information needs and aspirations of our community. The library service is much more than books, it provides a place for enjoyment, a place to relax, a place to learn computer skills, a place to do business and to hold meetings. The library gives a sense of place to our community, a place which promotes community participation through providing opportunities for volunteers.

The development of the Libraries SA 'one card network', a consortium of all SA public libraries sharing their resources through one library management system (LMS) has improved ease of access and created opportunities for the community to connect to a diverse and expansive state-wide collection, borrowing via the online catalogues or apps. The Alexandrina Library network comprises of Library and Customer Service Centres located at Goolwa and Strathalbyn with Library Depots located at Milang and Port Elliot and a day kiosk at Mount Compass. Library materials are also delivered to the homes of people who are physically unable to visit one of our service points. Access to library services is also available via the Internet. The libraries are used extensively for traditional lending services plus Internet access and training, personal computing, reference, research, local history, genealogy, stories and

crafts for children, events and adult programs as well as being great social gathering places for residents, volunteers and visitors.

Purpose

The purpose of this Policy is to illustrate the diverse role of the provision of library and information services for the Alexandrina community.

Policy Principles

We will ensure that our Libraries Service Policy adheres to the following principles:

- Promote an innovative and proactive approach to the provision of library and information services;
- Promote Council's role in delivering high quality and equitable community services through the provision of effective access to library services via the 'one card' network;
- Maximise the use of the library services for community benefit; and
- Always being at hand to hear, and where appropriate support the views and/or needs of our community.

The core values of a modern and progressive library are:

- Access;
- Confidentiality/privacy;
- Democracy;
- Diversity;
- Education and lifelong learning;
- Intellectual freedom;
- Preservation;
- The public good;
- Professionalism;
- Service; and
- Social responsibility.

Policy

Libraries actively support the social and economic development of our communities through services which provide for a range of information, learning, cultural and recreation requirements. This support is based on the following principles:

- Access to information is a fundamental right of all members of society;
- A well informed community is better able to participate in the democratic process and institutions which underpin the community;
- The satisfaction of a person's information needs should not be dependent on his or her ability to pay;
- Libraries will continue to provide basic services at no direct cost to the individual;
- Libraries actively seek to reflect and support the cultural diversity and aspirations of our communities;
- Censorship of ideas is fundamentally rejected in the provision of access to information within a public library context. Within the bounds of legality and accounting for those issues perceived as universally offensive in our community, a range of different views is provided within the library collections;
- The library user's rights to privacy and confidentiality will be respected;

- The libraries' practices and decisions will accord with relevant legislation, conventions and strategies aimed at providing an outstanding service to the community;
- The interdependence of social, cultural, economic and environmental matters, as contained within the concept of ecologically sustainable development underpins Council's approach to public library services;
- Council values the significant role of volunteers and their contribution to library and information services; and
- Council values its staff who are trained in responding to customer needs and who aim to provide customer service excellence.

Policy Statement

Alexandrina Council, through its library service will continue to:

- Make information accessible to the community, in a way which responds to changing trends and technology;
- Actively support library users through the provision of trained reference staff; proactive user education and training opportunities; access to relevant programs and continued access to the most recent library materials;
- Provide an opportunity for individuals and groups to contribute to their community by becoming Volunteers of Council;
- Promote equity, equality and safety with regard to the provision of library services;
- Abide by all relevant legislation, codes and practices including the *Libraries Act 1982*, the *Copyright Act 1968* and the *Disability Discrimination Act 1992*;
- Provide collections and services that support the diverse information, learning, cultural and recreational requirements of the community, within the bounds of legal limits;
- Have the ultimate responsibility for the selection of all materials, and welcome suggestions for materials to be included within the collection;
- Collect, manage, maintain and make available information related to the historic, cultural and family history of the local community it serves;
- Work collaboratively with other State and Federal government agencies and programs, in particular the Library Board of SA, Public Libraries SA, and community groups, to promote an understanding within the community of the value and significance of library and information services;
- Wherever feasible, work collaboratively with partners to assist in maintaining and expanding the provision of efficient and effective library services which reflect community needs within available resources;
- Provide basic library service without direct charge to the individual. Other services will be provided, some of which may incur direct user charges;
- Be open and accountable in the delivery of its services. Feedback from the community will be sought to assist in the planning of appropriate service provision;
- Provide all members of the community with the right to access the library service via the one card network, subject to their agreement to abide by the "Conditions of Membership"; and
- To cater for the differing needs of users, a variety of service delivery methods will be used periodically monitor and review the range and method of delivery of library services, to ensure that library services remain relevant to the objectives of Council and the aspirations of the community.

Delegations

Council acknowledges that the Chief Executive may sub-delegate matters related to this Policy to staff or other persons employed or engaged by council.

Availability of Policy

This Policy will be available for inspection at the Council's offices during normal business hours and on the Council's website www.alexandrina.sa.gov.au. Copies will also be provided to interested members of the community upon payment of a fee in accordance with Council's Schedule of Fees and Charges.