

Policy P117 Library Services and Programs

Responsible Business Unit/s	Library Services
Responsible Officer	Manager Library Services
Affected Business Unit/s	Library Services

Policy Objectives

To provide the City of South Perth (City) and the community with a framework for access to the City's libraries, collections, digital resources, online services and programs.

Definitions

Child	Any individual under the age of twelve years.
Digital Resources	Resources provided and stored in an electronic format including but not limited to electronic databases, digital audio, images and film, eBooks, eAudio, eNewspapers and eMagazines.
Terms and Conditions of Use	The Terms and Conditions of Use that apply to the City's Libraries as determined and amended periodically by the City as required.
Membership Terms and Conditions	The Terms and Conditions that will apply upon acceptance of a library card by an individual as determined and amended periodically by the City as required.
Online Services	Any information that is accessed via the internet including but not limited to content on the World Wide Web, social media, email, downloadable files, messaging and chat services and streamed audio/video content.
Program	A planned service, activity or event.
Public Computer, Internet and Online Services Conditions of Use	The terms and conditions that apply to the access and use of the public computer, online and internet facilities as outlined and amended periodically by the City as required.
Public Computers	Any fixed or mobile computing device made available for use by library members and fee paying non-members.
Temporary Resident	Any person who is unable to provide satisfactory proof of permanent residence in Western Australia (eg. hotel, motel, caravan park, visitor to Western Australia).
Unattended child	A child not supervised or looked after or who has been left unattended by a parent, guardian or caregiver.
Wi-Fi Terms and Conditions	The Terms and Conditions outlined and amended periodically by the City's approved Wi-Fi service provider.

Policy Scope

This policy applies to all users of the City of South Perth Libraries and City employees who work within libraries.

Policy Statement

The City recognises the importance of cultural and social services and activities and the contribution library programs and services make towards community literacy and lifelong learning.

City of South Perth Libraries will provide opportunities for our diverse communities to read, learn, create and connect, supported by equitable access to collections, technology, programs and welcoming and safe spaces.

Terms and Conditions of use

Terms and Conditions of Use will apply to all library members and users of library facilities.

Membership

Community members may apply for library membership by providing proof of identity and current residential address in accordance and agreement with Library Membership Terms and Conditions.

Persons under the age of 18 years of age must have their membership application authorised by their parent or guardian.

Persons who are Temporary Residents are permitted to apply for membership upon payment of a refundable fee determined by Council. Deposit refunds will be applicable upon return of all library items, payment of outstanding monies and closure of membership or if proof of permanent residency is provided.

Fees for overdue library items and debt collection will be applied in accordance with Regulation 14(1) of the Library Board Act of WA 1951-1983. Fees and charges will be set as determined by Council's adopted Fees and Charges in the Annual Budget. Library fees and charges are non-refundable. Application for cancellation of fees and charges must be made in writing and will be referred to Manager Library Services for approval.

Temporary suspension of library membership may be applied to any library member who retains library items, has an outstanding debt or who does not comply with the Library Terms and Conditions. Terms of suspension will be authorised by Manager Library Services.

Public Computer, Internet, Online Services and Wi-Fi Access

City of South Perth Libraries will provide access to computer and Internet facilities and Wi Fi in accordance and agreement with the Public Computer, Internet and Online Services Conditions of Use.

To facilitate equitable access to computers, a member is required to use the booking system and will be limited to a specified amount of computer access per day as determined by Manager Library Services.

Free access to Wi-Fi will be provided subject to the user agreeing to the Wi-Fi Terms and Conditions of Use as determined by the City's Wi-Fi service provider.

Public computers, internet and online services will be available free of charge to library members. Some services and programs may attract nominal fees, which are prescribed in the City's Fees and Charges Schedule e.g. printing. Access may also be provided to persons who do not fulfil membership requirements for a fee that is prescribed in the Schedule and may be subject to restrictions e.g. a time limit will be applied for non-member access.

The City cannot guarantee continuous Internet access during the time booked.

All user's of the Internet must abide by the Western Australian Classification Publications, Film and Computer Games Enforcement Act 1996.

Public Welfare

Children must be supervised by a responsible parent, legal guardian or caregiver while in the library. The following standards will be applied:

1. Children are not to be left unattended at any time.
2. The City takes no responsibility for the welfare of unattended children.
3. A child left unattended in the library may be classed as a child at risk of harm under section 28 (2) of the Children and Community Services Act 2004 and may be reported to the police or Department of Child Protection. A parent who leaves an unattended child in a City of South Perth Library may be in breach of the Community and Community Services Act 2004 (failing to protect a child from harm s.101).
4. Parents, legal guardians or caregivers are required to follow the Supervision of Children (0-12 years) Guidelines. A copy of these is available on request and via the City's website.
5. A Duty of Care Statement will be displayed in the City's libraries

Copyright

City of South Perth Libraries support and uphold the rights of copyright owners as documented in the Commonwealth Copyright Act 1968 and the Commonwealth Copyright Act Legislation Amendment Act 2004. The Act allows for certain library materials to be photographed, where exclusion applies to some library materials because of age, condition or copyright restrictions.

Legislation/ Local Law Requirements

Library Board Act of WA 1951-1983

Library Board (Registered Public Libraries) Regulations 1985

State and Local Government Agreement for the Provision of Public Library Services in Western Australia, 2020

Local level Agreement for the delivery of public library services, 2011

Western Australian Classification Publications, Film and Computer Games Enforcement Act 1996

Children and Community Services Act 2004

Censorship Act 1996

Commonwealth Copyright Act 1968

Commonwealth Copyright Act Legislation Amendment Act 2004

Other Relevant Policies/ Key Documents

P118 Library Collection Development Policy

M117 Library Membership Management Practice

M118 Library Collection Development

M120 Public Computers, Internet and Offline Services Management Practice

Duty of Care Statement

Supervision of Children (0-12 years) in the Library Guidelines

Library Terms and Conditions

Library Membership Terms and Conditions

Public Computer, Internet and Online Services Conditions of Use

Wireless Internet Service Terms and Conditions of Use

Statement on Free Access to Information, Australian Library and Information Association, 2015

Statement on Libraries and Literacies, Australian Library and Information Association, 2006

Statement on Public Library Services. Australian Library and Information Association, 2018

WA Public Libraries Strategy - A New Chapter for our Public Library Systems, 2018.