

## POLICY STATEMENT

The Marion Library Service facilities are for everyone's use and enjoyment. The City of Marion provides a Library Service which aims to enrich communities through access to ideas and knowledge which broadens our imaginations and generates new ideas and cultures. They are community spaces where everyone is welcome and there is something for everyone.

The City of Marion Library Service supports Council's strategic directions - in particular Community Wellbeing and Cultural Vitality.

The Customer Conditions of Use outlines the responsibilities for everyone using the City of Marion Library Service and the behaviour required to ensure our Libraries are welcoming, inclusive and a safe environment for all community members.

The following conditions apply to any member of the public:

- Physically visiting any branch of the City of Marion Library Service
- Accessing services remotely online
- Via telephone service
- Library at Home service
- Corresponding via telephone, email or print

The City of Marion Library Service is part of the South Australian Public Library Network (One Card) and follows applicable statewide policies.

## Behaviour in Library Premises

The Marion Library Service facilities are for everyone's use and enjoyment. Customers shall not engage in any behaviour that interferes with the public's right of access to library facilities, the safety and comfort of other users and staff or the protection of library resources and facilities. In order to ensure a safe environment for customers and staff, the following applies:

- customers should consider the comfort, safety and needs of others, and behave in a manner which will not disturb or offend;
- adults/parents are responsible for the behaviour of children in their care while in the library, and should consider the comfort, safety and needs of others;
- customers shall not view, send or receive inappropriate material via the library's electronic resources or within the Library;
- customers shall not behave in an aggressive, bullying or intimidatory manner towards others;
- customers are required to treat others in the library with respect and courtesy. This includes any communication, whether by phone, letter, email or in person; and
- customers must follow the directions given by library staff in relation to use of services and facilities.

Failure to observe these conditions may result in the customer being required to leave the premises and/or being banned from future use of the service, subject to the discretion of the Library.

In addition, monetary penalties or statutory orders may be imposed upon customers and other persons who engage in conduct within Library premises which constitutes a breach of council by-laws. Such behavior includes:

- unreasonably annoying or interfering with any other person's use of the premises;
- using property and/or equipment in a manner and for purposes other than that for which it was designed; and
- failure to comply with any reasonable direction or request from an authorised person of the Council.

### **Using the Library**

Any resident of South Australia can join the One Card network by providing acceptable forms of identification which includes:

- 1 piece of identification that includes a photograph, name, current address and a signature
- If photographic identification cannot be produced, 2 pieces of identification are required which collectively shows name, current address and signature (e.g. utility bills, council rates, bank statement, health card)

Non-residents of South Australia with acceptable forms of identification can be issued with a temporary membership which is valid for up to 3 months.

There is no minimum age for joining but those under the age of 18 years require a signature from their parent or guardian, who will act as guarantor. The guarantor is responsible for any library material that is lost, damaged or stolen whilst on loan to the person under 18. The parent or guardian is also responsible for the choice of materials borrowed by persons under their guarantee, or material consulted in the library. People under 18 must also have a parent or guardian sign a consent form to have internet access, either on Library PCs or via Library wireless access.

People under the age of 18 who are able to verify with supporting documentation that they live independently of a parent or guardian may join.

The acceptance of an application to become a member shall be at the discretion of the Library.

Customer details are confidential. Details will not be disclosed to third parties except for the sole purpose of conducting Library business or if the Library is required to do so legally.

The "Library@Home" Service is available to City of Marion residents who are unable to visit a library branch due to circumstances associated with disability, ill health, mobility problems or caring commitments.

### **Library Card**

Upon registration, a membership card will be issued

By signing the card you agree to abide by the Customer Conditions of Use and any other related One Card policies and guidelines. The card can be utilised at any One Card public library in South Australia.

Customers are encouraged to

- bring their membership card with them when visiting the library.
- to inform the Library of any changes to their personal details.
- notify the Library immediately if their card is stolen, lost or destroyed. The Library will issue a replacement card. In the case of lost or destroyed cards, a replacement fee may be charged.

### **Responsibility for items borrowed**

Items shall not be removed from the Library unless a loan has been recorded.

Whilst all care is taken to maintain the quality of audio visual items (audio books, CDs, DVDs etc.), they are used at the customer's risk.

Customers are responsible for the safe care of all items until returned. If Library material is lost, damaged or stolen while in the care of the customer, the customer will be liable to pay for the items at full replacement cost, or to replace it. If the item is owned by the City of Marion Library Service, we may negotiate different arrangements dependent on the age and value of the item, and the circumstances of its loss. A debt collection service may be used to recover items if deemed appropriate by the Library.

### **Internet and electronic resources**

The City of Marion provides internet access and other electronic resources such as databases and e-books for customers free of charge, with small fees for printing and other consumables. Internet access is provided via the South Australian Public Library Network, and City of Marion Library Service adheres to a statewide policy governing the provision of electronic services in public libraries.

Customers may also request access to wireless via the South Australian Public Library Network for use with personal devices e.g. smart phones, tablets, laptops etc

Customers agree to abide by the Conditions of Use of Electronic Services each time they log into a Public PC or into the WiFi network using their personal devices. These conditions are available to view at the time of login or by request to a Library Customer Service Officer. Customers who breach these Conditions of use may be required to leave the premises and/or have their access to the Library's electronic services suspended.

### **Copyright Obligations**

The Library is bound by the Copyright Act 1968. It is allowable to make a copy for the purpose of research or study of:

- one or more articles in a periodical publication (provided that all articles are for the same research or study);
- 10% of the total number of pages, or one chapter, of a published work that is of not less than 10 (ten) pages;
- 10% of the words, or the whole or part of one chapter in an electronic document (unless this would permit a greater proportion of the work to be copied than from an equivalent hard-copy publication); and
- Any drawing, engraving, photograph or other visual artistic work or any audio or audio-visual work if the copying would be a fair dealing with the work for the purposes of copyright law.

Successive copying from the same work is not permitted if it would exceed any of the above limitations.

Customers must observe library regulations on the use of multimedia materials, and ensure that information accessed complies with copyright laws and licensing.

The Library may cancel a customer's membership or privileges and/or require the customer to leave any library premises if any of the above obligations (including the requirement to observe library regulations) are breached.

Neither the Library nor the Council accepts any liability for any breach of copyright law committed by a customer or other person.

## **PRINCIPLES**

Nil

## **REFERENCES**

### **CORPORATE PLAN:**

Objective 3 - Delivery of quality customer service. 3.1 Commitments to deliver Corporate Customer Service Excellence particularly.

### **EXCELLENCE IN GOVERNANCE:**

Nil

### **PROCEDURE REFERENCE:**

Nil

### **COUNCIL AGENDA REFERENCE:**

Approved by EMG

### **OTHER RELATED REFERENCES:**

Nil

## **AUTHOR**

City of Marion