2.01.1 Library services

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Introduction

Bega Valley Shire Council has a responsibility to provide a range of services and facilities for its community. Council strives to be efficient and innovative in the planning and delivery of all services and facilities across the Shire.

Bega Valley Library Services are an integral part of Council’s Community and Cultural Services and supports the Bega Valley Shire as a Learning Community, supporting the cultural, economic and social well-being of the Bega Valley and its communities.

Bega Valley Shire Library Services Vision

Inspire, empower, support and connect our community and visitors with ideas, technology, information and experiences in vibrant and welcoming library spaces.

Bega Valley Shire Library Services Purpose

- To provide a community hub or meeting place which is accessible, welcoming, engaging and safe for all
- To enable and facilitate community engagement and connection; strengthening the skills, competencies and abilities of the community and enhancing community capacity building
- To partner with other sections of the Council and the community to meet mutual outcomes and to support our community and visitors
- To provide resources, facilities and an environment that support life-long learning and enhance literacy and technological competency.
- To provide an open, diverse and accessible collection offering entertainment, leisure and information
- To manage and preserve materials of historical and cultural heritage value and of relevance to the community
- To provide positive customer experiences

History of the Library Service

A library service was established in the Bega Valley with the opening of the Bega Municipal Library in 1945; one of only four public libraries in NSW. Branches at Eden, Merimbula and Bermagui were set up by the Imlay and Mumbulla Councils in 1975 with the assistance of an Area Improvement Grant, and with Bega formed the South Coast Co-operative Library Service. The amalgamation of Bega, Imlay and Mumbulla Shires at the end of 1980 eventually meant the establishment of the Bega Valley Shire Library Service of today covering more than 6,000 sq kms. With the main library in Bega and branches in Bermagui, Eden and Tura Beach, the Shire is well serviced to meet the information needs of the community.

Library Membership

Membership eligibility

The library is open to anyone to read newspapers and magazines, use the photocopiers and access free computers and WiFi. However in order to, borrow resources, reserve items or access a range of electronic resources off site, a Library Membership card is required.

Residents and ratepayers of the Bega Valley Shire are entitled to free access to all the library resources. Proof of current residence (or ratepayer status) in the shire is a requirement for membership.

Reciprocal membership is available to any resident of NSW on presentation of a current library card from another public library within NSW.
Membership cards

Membership cards must be produced to borrow resources, onsite or offsite and to access computers. Lost or damaged cards can be replaced at the library for a small fee.

Membership categories

A junior member is deemed to be anyone less than 12 years, a youth member is anyone between 12 and 18 years and an adult member is anyone over 18.

Guarantor

The library requires a guarantor for those under 16, defined as a parent or legal guardian.

Registering new members

A member of the public wishing to join the Bega Valley Shire Library must present proof of residence in the shire. Forms of verification include a current driver’s license, rates notice or utility account with name and address within the shire.

Reciprocal membership

A member of the public requesting reciprocal membership must present a valid library card from another Australian public library.

Re-registration of borrowers

Re-registration applies to membership every 2 years. Reciprocal membership is valid for 12 months.

Borrowing library resources

All adult, junior and youth members can borrow up to a total of 20 items within the limits in the table below.

<table>
<thead>
<tr>
<th>Material</th>
<th>Loan period</th>
<th>Maximum items</th>
<th>Renewals</th>
</tr>
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<tbody>
<tr>
<td>Books, videocassettes, Audiobooks on cassette</td>
<td>28 days</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>DVDs</td>
<td>7 days</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>Magazines</td>
<td>14 days</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>Audiobooks on CD</td>
<td>28 days</td>
<td>20</td>
<td>2</td>
</tr>
<tr>
<td>Fast back books</td>
<td>14 days</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>E-books, e-audios</td>
<td>7-21 days</td>
<td>4</td>
<td>0</td>
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Reciprocal members can borrow up to a total of 10 items within the limits listed below

<table>
<thead>
<tr>
<th>Material</th>
<th>Loan period</th>
<th>Maximum items</th>
<th>Renewals</th>
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<tbody>
<tr>
<td>Books, Audiobooks on cassette</td>
<td>28 days</td>
<td>10</td>
<td>0</td>
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<tr>
<td>DVDs, videocassettes, Audiobooks on CD, Fast back books</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Magazines</td>
<td>14 days</td>
<td>10</td>
<td>0</td>
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Overdue, lost or damaged items

Library members are notified of their overdue loans by email, SMS or letter to:

- enable the Bega Valley Shire Library (BVSL) to regularly account for library items which are Council assets.
- make library items accessible to all library members in a timely and equitable manner and to enable the reserve system to operate efficiently.
- overdue notices are sent to members as per the Library Overdue Materials Procedure.

Library items lost or damaged by library members will be charged the replacement cost plus a processing fee of $11.00.

Book donations

While donations are welcome, not all donations are accepted. Donations are assessed against the following criteria:

- Title is in near new condition.
- Title is not already in collection.
- Title is of interest to a broad range of clients.
- Serials (magazines) are not accepted.
- Items not accepted by Library Services will not be returned to the donor. Unsuitable donations are either forwarded to community organisations for sale or deposed of by recycling.
- If accepted, item will be catalogued into the collection. Donated items cannot remain in one branch and may be borrowed throughout the library service and circulated amongst all library branches.
- Some items that are assessed as unsuitable for the collection may be utilized by other community projects in Library Services.
- If an accepted donation is later assessed to be worn/damaged, contains information that is outdated or is no longer being used, it will be removed from the collection and not returned to the donor.
- All donations are accepted on the understanding that the donor has read and accepts the conditions under which donations are accepted.

Computer use agreement

- Library Membership cards are not required to access computers and the internet for free. Wifi is available for free and download of data will be monitored.
- Material which others may find offensive is NOT to be accessed and failure to use the internet appropriately and responsibly will result in the loss of internet privileges. All Bega Valley Shire Council computers are monitored.
- PCs are for public use and as such Bega Valley Shire Council cannot guarantee confidentiality of any information that may be entered, sent or received.
- All printing is to be paid for at the loans desk before it is released to the printer for collection.
- Computer use may be restricted to maximum one hour per day per member, dependent on demand.
- Technical problems experienced in accessing some sites or material may be due to firewalls and other council security measures and are beyond the control of library staff.
• Staff are only available to assist users with internet access when staffing levels permit.

• Bega Valley Shire Council is not liable for the use of information obtained from the internet, nor the manner in which material may be used.
Collection development

Definition
The process by which library materials are selected, purchased and managed in order to meet the Library’s aims and objectives and in accordance with the needs of its customers.

Library materials are defined as ‘any book or non-book material, including but not limited to, e-books, e-audio books, DVDs, magazines, CDs, newspapers, maps, plans, manuscripts, digitised images and online electronic resources’.

Aims & Objectives

- To provide a library collection developed to meet Australian Library and Information Association standards and community expectations.
- To provide quality recreational, informational and educational materials in a wide range of suitable formats.
- To provide free access to information and uncensored, comprehensive and balanced collections.
- To be responsive to the needs of local communities, offering comprehensive collections reflecting the wide range of community interests and needs. For this reason the collections of individual libraries may differ depending on the make-up and needs of local communities.
- To provide services and collections that encourages and promotes the enjoyment of reading in children and youth and to promote the development of research skills.
- To provide popular, contemporary and classic material, both fiction and non-fiction, in a wide range of suitable formats.
- To provide a non-lending reference collection both print and online that supports a quality information service.
- To provide a Local Studies research collection and information service.
- To provide access to, and preservation of, material relating to the history of the Bega Valley.

Library Services aims to meet these objectives by developing and maintaining balanced collections that meet the needs and interests of both current and future customers in the community.

Procedures

- Regular review of stock and circulation statistics to evaluate collection usage and determine future purchasing requirements.
- Regular review of the age of the collection. If the age of the collection is improved, i.e. a higher percentage of the collection is new, then loans and collection turnover will increase.
- Resource sharing with other libraries and institutions see Document Delivery Service and partnerships with community stakeholders.
- Ensuring the requirements of special needs groups are reflected in the collections.
- Gathering feedback from customers, and using statistical information from the Shire’s demographic profile to assist in making decisions about collection priorities.
• Work is scheduled by way of linking to annual Operational Plans and 5-year Strategic Plans of the Library Service.

Financial Management

• Funding for collections is part of the Library’s capital budget with purchased resources allocated to the main library and three branches.

• The allocation of funding is reviewed annually, taking into account the usage patterns over previous years and identified targets for the next year.

• Funds are allocated for Adult Non-Fiction and Fiction, Children, Youth, Serials, Audio-Visual and Local History collections in various formats.

• Items for the collections are selected by the Library Operations Team leader and the Systems Librarian, and other staff as directed.

• The ongoing management of allocated expenditure is the responsibility of the Library management team.

• Quarterly monitoring of expenditure ensures funds are expended adequately and adjustments agreed as necessary.

• The Library Management Team has overall responsibility for the appropriate expenditure and management of stock budgets.

Library Network

All libraries in the Shire have input into developing collections that meet the needs of their local community. The Central Library at Bega also serves as the primary resource and reference centre for the Shire. Its collections complement, support and enhance those of the community libraries. Items from the collections may be borrowed from any branch and are circulated amongst all library branches.

Selection

Selection criteria for purchases include:

• regular review of the Acquisition budget throughout the year.

• assessment of suggestions made by the public – see Appendix C.

• standing orders for popular fiction authors.

• collection scope and strength building through the use of the Collection HQ program and Collection Development Guidelines.

• prioritised program for assessment and updating all non-fiction lending resources.

• a publication that has not been subjected to legal restriction will not be excluded from the collection on moral, racial or religious grounds alone whatever the pressure that may be brought to bear by individuals or groups.

• adherence to the Office of Film & Literature Classification for print and audio materials.
Monitoring Collection Use
A variety of tools are used in effectively monitoring the collections:

- usage statistics generated by the library system.
- statistics on the age of the collections (age is the percent of the collection purchased within the last 5 or 10 years).
- feedback from the community and library staff.
- statistical comparison with collections held by similar public libraries in NSW.

Digital Resource Collection Development Strategy
The availability and demand for digital library materials are increasing at a rapid rate, yet the storage, access and back-up of digital resources poses a significant cost and technical challenge to the library. Issues to be considered:

- access arrangements and digital rights management
- networking of digital resources for public access requires storage space and security issues communicating through the firewall
- high-quality data storage, while stable and can be networked, is very expensive
- external hard drives while inexpensive are prone to failure
- back-up procedures and methods require IT resourcing and management, while duplication of data may infringe licensing arrangements
- data migration when hardware is superseded.

In consideration of these issues, digital material acquisition should fall within the following strategies for storage and access.

Online resources
First preference is for the acquisition for digital products that can be accessed via internet such as:

- online databases
- subscription services to e-audio, e-books
- subscription access to specialist website and tools, such as Computer School Tutorials, ancestry.com

Localised low-quality storage
Localised low-quality storage, such as external hard drives or copying onto CD-ROM, could be considered for materials where:

- storage on external hard drives will increase the data transfer speeds, thereby increasing accessibility and ease of use
- easily replaceable data that can survive failure of the storage device
- legal copying of highly valuable or difficult to replace CD-ROMs to mitigate the risk of loss
High-quality long term storage
High-quality long term storage and back-up, with its inferred high cost, should only be considered for materials that meet the following criteria:

- unique, highly valuable or non-replaceable digital resources
- part of a key collecting area (local history collection)
- items significant enough to warrant digitisation as a preservation measure
- items “born digital” with no hardcopy equivalent such as digital photographs kept for the purpose of local history.

Material that may meet these criteria are scanned images of historic photographs or documents and digital recordings of oral histories.

Digital disc materials
Non-fiction (e.g. software) and visual (e.g. movies) materials are regularly purchased in digital disc format (CD-ROM and DVD), these items should be considered of a temporary or ephemeral nature because:

- the material is replaceable and inexpensive
- content does not warrant require long term access, storage or preservation by digitisation
- formats may become quickly obsolete (e.g. software) so the life span is limited

Document Delivery Service
Bega Valley Shire Library offers a Document Delivery Service to library members to meet their information needs which the library cannot provide because the materials fall outside of the scope of the collection development policy or budgetary constraints. In turn, BVSL participates in resource sharing to other Australian libraries to meet the information needs of the Australian community by following the policies and guidelines in the Australian Inter Library Resource Sharing (IRLS) Code (2006).

Outgoing Document Delivery Requests
Collections available for loan
BVSL will lend adult fiction, adult non-fiction, adult large print, adult audio book and adult audio visual collection resources to Australian Libraries. Some resources are restricted as outlined below:

- Microfilms, newspapers, paperbacks, serials, and items from the Junior and Youth Collection, Reference Collection, HSC Collection, Legal Information Access Collection and Drug Information Collection are not available for inter library loan
- Items in poor or fragile condition will not be available for loan.
- Materials in high demand by BVSL borrowers will not be available for loan
- Non-unique Local History Collection items in good condition may be lent at the discretion of Library Staff
Processing requests

BVSL Document delivery officer will respond to requests as per ILRS service level standards, namely requests will be responded to or dispatched within the following maximum turnaround times:

- Core requests – 4 days
- Rush requests – 24 hours
- Express requests – 2 hours

BVSL prefers Document Delivery requests via the Libraries Australia Doc Del system but will accept requests by email.

Loan conditions

Standard loan period is 6 weeks to allow for delivery periods of up to one week to/from our remote location. One renewal of 3 weeks is allowed if the item is not in demand by a BVSL borrower. Other loan periods need to be negotiated with BVSL Document Delivery Officer. Loans may be recalled after 4 weeks if required urgently by a BVSL member.

Dispatch of loans

BVSL sends all library materials by postal delivery, packaged to prevent damage. Return delivery costs are the responsibility of the requesting library.

Loan fees

BVSL applies the standard fees and charges as outlined in the Australian ILRS Code, providing free reciprocal lending to other NSW Public Libraries. Billing will be processed via the Libraries Australia Doc Del system, with invoices generated by National Library of Australia.

Overdue, damaged and lost loans

Requesting libraries will be notified of overdue item by email or phone call.

It is the responsibility of requesting libraries to pay all charges associated with lost or damaged items, namely the replacement cost plus an $11 administration fee.

Copy requests

BVSL will only fulfil copy requests, print or electronic, that comply with the Copyright Act 1968.

Incoming Document Delivery Requests

Requests

Requesters must be a BVSL member to place requests, visitors and reciprocal borrowers should approach their home library for document delivery services.

Loan conditions

The BVSL borrower accepts the loan conditions determined by the policies of the supplying library. BVSL borrowers are responsible for the care of lent resources, as well as overdue fees and damage/replacement charges incurred.

Copy requests

BVSL borrowers are required to comply with the Copyright Act 1968 for copy requests, print or electronic.
Loan fees

BVSL charges library members $6.00 per request, including bulk requests, to provide the searching service, however additional charges will be incurred if the resource is supplied by a library other than a NSW Public Library. BVSL borrowers agree to the charges at the time of Document Delivery request.

Renewals

Requests for renewals should be placed with the Document Delivery team before the due date. Renewals are provided at the discretion of the supplying library.

Overdue, damaged and lost loans

It is the responsibility of BVSL borrowers to pay all charges associated with overdue, lost or damaged resources, including administration fees.
Collection management

Definition
Continual revision, evaluation, discarding, replacement, repair and relocation is essential to maintain a well-balanced, current and functional collection. The library endeavours to maintain collections in accordance with State Library of New South Wales guideline of items per capita.

Discarding
The following factors are taken into consideration:

- Out of date and/or inaccurate material
- Poor physical condition
- Multiple copies in the collection
- Routine discarding is undertaken in consultation with professional library staff. Major de-accessioning of an entire collection should be undertaken after a thorough consultative process.
- As an ongoing collection management tool for each collection area.

Replacement
Some titles in the fiction collections are considered to be standard titles, and are continually replaced as they wear out. Non-fiction titles are generally replaced by other newer titles on the same subject or updated editions. If part of a multi-volume set or series is discarded a replacement copy is sought.

Disposal of withdrawn stock

- Material in poor physical condition is disposed of as recycled materials.
- May be given to recognised social or civic organisations for sale to benefit the broader community.
Library programs

Definition

A Library Program is an ongoing series of activities provided by library staff in partnership with other community or business organisations and usually related to a particular library service, collection or population demographic. It aims to provide the community with a library service that is equitable, accessible, cost effective and efficient. New services and programs are planned and developed according to the changing needs of the community. They can include children’s story times, discussion groups, computer classes, talks, workshops and seminars.

Home Library Service

The Home Library Service is available to residents of the Bega local government area who are unable to visit the library due to age, illness or disability. The service is provided free of charge, and is supported by the contribution of volunteer workers. Please note that there may be a waiting list, depending on the availability of suitable volunteers.

Eligibility

To be eligible to receive resources through the home library service, endorsement is required from a medical professional to certify that you are housebound.

Delivery

Items are delivered every 3 weeks by volunteer drivers to your home, or aged-care facility. The previously borrowed items will be collected and returned to the library. Library bags will be provided. Volunteers are identified by their Bega Valley Shire Library volunteer badge. Please note that adverse weather conditions may impact delivery.
Technology Training Programs

These programs aim to deliver low cost technology training to all members of the community to develop skills to:

- use the latest technology to access information and services quickly and confidently
- be socially connected and interact with the community, family and friends online
- maintain social participation to support good health and wellbeing

Children’s Services

Rhyme Time

This program is for children 2 years and under with the aim that by singing, using repetitive words, action songs and dancing it will increase a young children’s awareness of sounds, movement and of course language skills. The objective is to get the children from newborns to be familiar with libraries and what they offer; to encourage new parents to introduce books from an early start; to give parents the confidence to sing or read to their child; and to make them aware of the resources and services that a library can provide.

Story time

This program is for preschool age (3 – 5 years) aims to introduce children to stories and reading before going to school. Objectives – mixing with other children they learn social skills as well as “good” listening skills. Using interactive stories the children learn to share and wait their turn. Singing or music is also used when possible to introduce them to the traditional nursery rhymes.

Summer Reading Program

This program aims to encourage children to continue reading over the big summer break. Objectives – by giving certificates to each child who enters it encourages them to strive to read more especially when there are also prizes available. Children who continue to read over the holidays are better equipped to resume reading at school. It is also a good way to join up new members.

University of Wollongong

The Bega Valley Shire Council and UOW Library aim to operate in an integrated and cooperative manner to achieve the mutual support and advantage of all parties and to ensure the most effective and efficient use of resources.

Objectives

- UOW Library is committed to providing its clients with access to required scholarly content and research and information support services to meet curriculum needs.
- These services and resources will be of a high and equivalent standard.
- The Bega Valley Shire Council supports the objectives of the UOW library through the provision of timely and cost-effective access to scholarly information required by UOW students and staff to conduct their core work, including access to library facilities and systems, accommodating and maintaining the academic collection and providing information and support services for UOW clients.