2.01.1 Library services

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<th>Community, Environment and Planning</th>
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<td>Responsible Officer</td>
<td>Manager Community Connections</td>
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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
To enrich the community through creative, future focused library services, supporting lifelong learning and strong community connections.

Bega Valley Shire Library Services Strategic Priorities
- Active Connections: to build participation through strong collaborations and the creation of inclusive community hubs
- Inspiring Spaces: to foster innovation through cutting edge technologies, multipurpose spaces and functional design.
- Dynamic Collections: to provide contemporary and relevant collections for all users.
- Lifelong Learning and Creativity: to stimulate a culture of lifelong learning, exploration and creativity.
- Sustainability: to demonstrate sustainable practices across all aspects of the library service.

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 30 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>
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<tbody>
<tr>
<td>Books,</td>
<td>28 days</td>
<td>30</td>
<td>2</td>
</tr>
<tr>
<td>DVDs</td>
<td>14 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>30</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>10</td>
<td>0</td>
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</tbody>
</table>

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>
</tr>
</thead>
<tbody>
<tr>
<td>Books,</td>
<td>28 days</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>DVDs, Audiobooks on CD, Fast back books</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Magazines</td>
<td>14 days</td>
<td>10</td>
<td>0</td>
</tr>
</tbody>
</table>

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 $13.00.

Computer use agreement

- Library Membership cards or guest passes are 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.

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 plan 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 fiction, non-fiction, large print, audio book and audio visual collections resources to Australian Libraries. Some resources are restricted as outlined below:

- Microfilms, newspapers, and serials 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 inter library 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 $13 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 a base fee as prescribed in Council’s Fees and Charges, 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 Development and Management

Definition

The process, by which information, educational, recreational and cultural resource materials are selected, acquired, managed and discarded in order to meet the Library’s aims and objectives.

Objectives

• Provide overall direction for the selection, creation and management of collections for Bega Valley Libraries.

• To guide staff in the selection of materials

• To inform the public of the Library’s collection development and selection principles.

• Define the parameters of the Library’s collections.

• Provide a basis for the most effective use of the available funds and as an aid to decision making when funding constraints require choices to be made.

• Provide measures for collection evaluation and performance to ensure the needs of current and future customers are met.

• To deliver library services in a professional manner to meet Australian Library and Information Association (ALIA), State Library of NSW (SLNSW) and various international standards eg International Federation of Library Associations (IFLA)

• To develop and maintain balanced collections, facilities and services that meet and reflect the needs and interests of both current and potential customers in the community

• To provide services and collections which encourage and promote the enjoyment of reading and promote the development of research skills

Selection Principles and Criteria

<table>
<thead>
<tr>
<th>Selection process</th>
<th>Selection refers to the decision to retain as well as to add to the collection. It is based upon awareness of the diverse needs and interest of the individuals in the community, balanced against evaluation of material and knowledge of the collection’s strengths and weaknesses. It is the goal of the Bega Valley Shire Library to use objective criteria as guidelines. Evaluation includes the entire work, not just individual parts of the work. It is the overall contribution of the work that is critical for acceptance or rejection. No single criterion can be applied to all materials.</th>
</tr>
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<tbody>
<tr>
<td>Collections budget breakdown</td>
<td>Budget allocations for the various collections are determined by evidence based information on user demand, borrowing statistics and format trends.</td>
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# Procedure 2.01.1 Library Services

Initially adopted: 24 December 2014
Version: 2
Issued: insert date review approved

## General Selection Criteria

The Library considers all acquisitions, whether purchased or donated, in terms of one or more of the following selection criteria:

- Library’s strategic objectives
- Currency and relevance to the existing collection
- Demand
- Current usefulness or popular interest
- Long term relevance
- Emphasis is given to Australian authors and subject matter
- Community need and potential use
- Authority and accuracy
- Suitability for different age levels
- High standards of quality in content and format
- Cost
- Format, durability, and ease of use
- Material not defamatory or illegal
- Local relevance, including local authors
- Available vendor value added services
- Vendor support and reporting features of electronic products

In general books are purchased only if they have been published in the last two years. Exceptions to this may include the replacement of damaged or lost items, classic titles or core items as required.

## Selection Methodology

Regular analysis of stock and circulation statistics is used to evaluate collection usage and determine purchasing requirements. Bega Valley’s demographic and geographic profile is used to plan for the growth and development of specific collections.

A variety of selection methods and resources are utilised to ensure a broad range of resources are considered for inclusion in the collection, such as:

- Reviews from local bookstores, popular reading and literary magazines, media, podcasts, online resources (eg. Novelist) and other library selection tools
- Standing orders are utilised for fiction, audiobook and DVD collections
- Selection of Junior materials is outsourced to library suppliers to meet strategic goals

Other factors effecting selection are:

- Budget and physical space limitations
- Availability of desired items in other lending library collections
- Interlibrary resource sharing practices

## Selection Responsibility

Responsibility for the materials selection policy lies with the Library Services Coordinator and all Bega Valley Shire Library staff.
### Resources not collected

Bega Valley Shire Library acknowledges the educational needs of students of all ages and the role of lifelong learning as an individual pursuit for intellectual and creative wellbeing. Text books and curriculum related materials are provided only where these materials also serve the general public or where they provide information not otherwise available.

Bega Valley Shire Library does not collect:

- Text books (unless the subject coverage meets selection criteria)
- Specialists/academic texts
- Curriculum materials
- Research material (an extensive collection of materials on a particular topic)
- Expensive low interest items
- Items prohibited by law
- Items of inappropriate physical characteristics, eg: too large, small or heavy to shelve and borrow easily; or, colouring, sticker or activity books designed for single use
- Items difficult to source or unavailable from preferred suppliers.
- Foreign language materials

### Formats collected

A wide range of formats are collected, depending on demand and availability, including:

- Print materials in normal and large print, with paperback or trade formats preferred for economy
- Magazines and newspapers
- DVDs
- Audiobooks on CD and MP3-CD
- Toys
- Electronic formats – eBook, eAudiobooks, eMagazines and eDocuments

### Duplicate copies

Duplicate copies are rarely purchased, exception is given to popular, high demand items with lengthy reservation lists

### eResources and databases

Bega Valley Shire Library is a member of the consortium of NSW public libraries which subscribes to the NSW.net suite of databases. Subscription to additional databases occurs when financially possible and in line with collection selection criteria.

Consortia agreements are made with other public libraries to increase resource availability. Selection and management of these collections is subject to consortia agreements, licencing agreements, and digital rights management.

### Collections

Collections are developed for adult, young adults and children for lending and reference in both fiction and non-fiction in a wide variety of formats.
### Local History Reference Collection
Preserving and maintaining a collection that relates to the history and development of the Bega Valley Shire is recognised as an important role for the library. Collecting activity is focused on:
- Local historical newspapers in microfilm format
- Digitising significant local history images (when funding allows)
- Scanning historical/ephemeral/out of print material where copyright allows
- Works by local authors which do not relate to the history of the Shire will not be collected for the Local History Collection but may be included in the lending collection

### Purchase suggestions
Bega Valley Shire Library will take requests for purchase from all library users for all materials except DVDs. The Library does not guarantee to purchase suggestions. Priority will be given to:
- Material deemed to in line with the selection criteria
- Items that form part of a popular series
- Items less than five years old (items greater than 10 years old are unlikely to be purchased)
- Items still in print

### Replacement of long overdue, lost or damaged items
Long overdue, lost or damaged items will incur a replacement fee equal to the value of the item, plus a processing fee as prescribed in Council’s Fees and Charges. The Library does not guarantee to replace long overdue, lost or damaged items with the same title; all acquisitions must meet the selection criteria above.

The Library can accept replacement copies for long overdue, lost or damaged items. This will be negotiated with the library member, with the age of the item being a consideration.

### Foreign Language Loans and Inter Library Loans
Bega Valley Libraries will meet any demands for materials in languages other than English through the Multicultural Service available from the State Library of NSW. A core collection of foreign language learning resources in book and audio formats is available for a variety of popular languages. Items that do not fit the above selection criteria can be sourced for library members through the fee-applicable Inter Library Loan process.

### Donations
Bega Valley Shire Library accepts donations of books and other materials that meet the selection criteria above. Donations are accepted on the understanding that no conditional terms are applied.

The Library reserves the right to reject unsolicited donations of unsuitable material.
**Deselection**

In order to maintain a collection, which is current, reliable, in good condition, well used, and which relates to the needs and interests of the residents of the Bega Valley, materials are withdrawn (weeded) on a systematic and continual basis. Weeding decisions are supported through the use of evidence-based software.

Weeding ensures space is available for new resources and facilitates the browsing capacity of the collection. Criteria for weeding consideration include:

- Currency of information
- Physical condition of the item
- Seldom used (not been borrowed for a two year period)
- Potential future use
- Unnecessary duplication
- Online availability
- Capacity of library buildings
- Long term relevance
- Part of an incomplete set or series.

**Disposal of unwanted donations and withdrawn items**

The Library will discard weeded items and donations by any means that are considered appropriate, i.e. book sale, donation to other libraries, hospitals, institutions or community groups and recycling. Sustainability is important to the Bega Valley Shire Library, repair, reuse and recycling of materials is preferred.

**Access Restrictions for under 18 year olds**

Access will be restricted to age-appropriate material for according to Classification Board ratings for video material and games.

**Censorship**

In common with libraries across Australia, Bega Valley Shire Library defends the right to provide an unbiased source of recorded knowledge and ideas for all clients. The collection aims to be representative and balanced. The Library does not initiate censorship of any material but abides by Commonwealth and State Government law on banned and restricted publications.

Bega Valley Library’s collection development is aligned to Australian Library and Information Association (ALIA) policy - in particular ALIA’s policy on Free Access to Information (2001) - see Appendix 1.

**Controversial material**

Bega Valley Shire Library upholds the right of the individual to access information, where not restricted by law, even though the content may be controversial or considered objectionable by others.

Parents and guardians are responsible for determining the suitability of library materials to be used by their children, and ensuring that they do not access content deemed to be inappropriate.
### 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

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<th>Complaints</th>
<th>All requests for review of a selection or deselection decisions are to be addressed to:</th>
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<tr>
<td></td>
<td>Library Coordinator</td>
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<tr>
<td></td>
<td>Bega Valley Shire Library</td>
</tr>
<tr>
<td></td>
<td>PO Box 448</td>
</tr>
<tr>
<td></td>
<td>BEGA NSW 2550</td>
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<tr>
<td></td>
<td>or emailed to: <a href="mailto:library@begavalley.nsw.gov.au">library@begavalley.nsw.gov.au</a></td>
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</tbody>
</table>
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.

**References and Related Documents**


