

## KATHERINE PUBLIC LIBRARY POLICY

Type:	Council Policy - Community		
Owner:	Library Manager		
Responsible Officer:	Director of Community Services		
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### 1 PURPOSE

The Katherine Public Library, operated by Katherine Town Council, aims to provide socially and culturally appropriate services that are responsive to community aspirations through the encouragement, support and enhancement of community initiatives. It has a mission to enable and enrich the recreational, lifelong-learning and research activities of the community.

The Katherine Public Library is dedicated to providing equitable and confidential access to all forms of information, fostering an unbiased repository for the recorded expression of interest and ideas.

The purpose of this policy is to outline how Katherine Public Library will function and the guidelines around the services and facilities it provides.

### 2 SCOPE

This policy applies to everyone that uses the Katherine Public Library, and Council employees who work in the library.

### 3 DEFINITIONS

**Cached data** means information stored on a computer or device after a person has visited a website.

**Copyright** means the protection of:

- textual material (“literary works”) such as journal articles, novels, screenplays, poems, song lyrics and reports
- computer programs (a sub-category of “literary works”)
- compilations (another sub-category of “literary works”) such as anthologies – the selection and arrangement of material may be protected separately from the individual items contained in the compilation
- artistic works such as paintings, drawings, cartoons, sculpture, craft work, architectural plans, buildings, photographs, maps and plans
- dramatic works such as choreography, screenplays, plays and mime pieces

- musical works: that is, the music itself, separately from any lyrics or recording
- cinematograph films: the visual images and sounds in a film, video or DVD are protected separately from any copyright in works recorded on the film or video, such as scripts and music
- sound recordings: the particular recording itself is protected by copyright, in addition to, for example, the music or story that is recorded
- broadcasts: TV and radio broadcasters have a copyright in their broadcasts, which is separate from the copyright in the films, music and other material which they broadcast; and
- published editions: publishers have copyright in their typographical arrangements, which is separate from the copyright in works reproduced in the edition (such as poems or illustrations or music).

**Donation** means all cash, property, in-kind support or other contribution received by the Council on behalf of the Katherine Public Library.

**Inter-library loan** means a transaction in which, upon request, one library lends an item from its collection, or provides a copy of the item, to another library not under the same administration.

**Netiquette** means conducting yourself in an appropriate way while communicating online. The word netiquette is derived by combining “internet” and “etiquette” where people should adhere to the same standards of behaviour online that they follow in real life.

**Patron** means any person using Katherine Public Library services or facilities.

## 4 DETAILS

Katherine Public Library is a vital and trusted resource for the local community. It supports literacy and education, community building and skills development through:

- collections of print, audio-visual and digital resources, for education and recreation
- accessible internet and technology
- inclusive and welcoming community spaces, and
- supportive and skilled staff.

The Katherine library collection is targeted at the local community by addressing the interests and needs of both current and potential patrons. In the event Katherine public library cannot meet the direct needs of its patrons, library staff will endeavour to utilise the cooperative network with NT Libraries & Archives, other NT public libraries and online electronic resources.

The acquisition of materials for the library come in a variety of formats which includes books, DVDs, electronic databases, newspapers, magazines, and spoken word. Selection of materials for the collection is influenced by public demand as expressed through requests, reviews, award winning titles and statistics. Self-published items are not sought for the collection unless they support programming, are in high demand or fill a subject gap. Further information on the library collection can be found in the Katherine Public Library Collection Development Guidelines.

The library also conducts a range of regular children's literacy programs, as well as programs for school holidays. Further details are available on the Katherine Town Council website.

### Katherine Collection

The library has a Katherine local history collection comprised of books, documents, maps, and newspapers of cultural and historical significance to the local area. The aim of the Katherine collection is to provide the community with resources highlighting the cultural, historical, recreational, and physical nature of the Katherine region.

The Katherine Collection will also contain copies of books written by local authors that reflect the personal stories and history of the Katherine community. As this collection is significant to the local area holding both rare and unique items the entire collection will remain as “Not for loan”, with viewing permitted in the library only.

## CENSORSHIP AND FREEDOM TO READ

Katherine Public Library will protect the individual’s right to decide for themselves and their children what library materials they use or access. Censorship is a matter for the individual and every individual has the right to reject items for themselves.

Katherine Public Library observes international policy regarding public libraries as stated below:

*Freedom, prosperity and the development of society and of individuals are fundamental human values. They will only be attained through the ability of well-informed citizens to exercise their democratic rights and to play an active role in society. Constructive participation and the development of democracy depend on satisfactory education as well as on free and unlimited access to knowledge, thought, culture and information.*

*The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups. ... (The public library is) a living force for education, culture and information. The public library is the local centre of information, making all kinds of knowledge and information readily available to its users. The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status. ...*

*The following key missions which relate to information, literacy, education and culture should be at the core of public library services:*

- *creating and strengthening reading habits in children from an early age*
- *supporting both individual and self-conducted education as well as formal education at all levels*
- *providing opportunities for personal creative development*
- *stimulating the imagination and creativity of children and young people*
- *promoting awareness of cultural heritage, appreciation of the arts, scientific achievements and innovations*
- *providing access to cultural expressions of all performing arts*
- *fostering inter-cultural dialogue and favouring cultural diversity*
- *supporting the oral tradition*
- *ensuring access for citizens to all sorts of community information*
- *providing adequate information services to local enterprises, associations and interest groups*
- *facilitating the development of information and computer literacy skills*
- *supporting and participating in literary activities and programs for all age groups.*

*The public library shall in principle be free of charge. The public library must be supported by specific legislation and financed by national and local governments. Services have to be physically accessible to all members of the community. This requires well situated library buildings, good reading and study facilities, as well as relevant technologies and sufficient opening hours convenient to the users. It equally implies outreach services for those unable to visit the library.*

*The librarian is an active intermediary between users and resources. Professional and continuing education of the librarian is indispensable to ensure adequate services.*

## LIBRARY MEMBERSHIP

Membership is free to residents of the Northern Territory. Patrons will need to provide the library with proof of a current Northern Territory residential address and photo identification. Acceptable identification includes:

- current NT driver's license showing Northern Territory address
- or other photo identification card with the following:
  - account from government department or utility eg. PowerWater or telephone bill
  - *Centrelink, Medicare, Pension or Health Care Card*
  - tenancy agreement
  - RAAF Dependants Card.

Membership for a person under the age of eighteen years (a child borrower) must be signed by the parent or guardian of the child, on the production of a current Library Card or photographic identification of the parent or guardian. The parent or guardian guarantees that they will be responsible for paying any fees and charges incurred by the child borrower and will pay for a library item lost or damaged whilst on loan.

### Reciprocal Membership

Katherine Public Library is a member of the Connect NT network. All current Northern Territory public library membership cards are accepted at Katherine Public Library, and Katherine Public Library membership cards may be used at any NT public library.

### Temporary Membership

For non-residents, a refundable deposit is required along with identification that includes a current residential address. People under 18 years of age require the signature of a parent or legal guardian.

### Online Membership

Online Access Membership provides access to online collections, including eBooks, eAudiobooks, digital magazines and online databases as well as use of library computers without requiring proof of residential address. This membership type does not allow for borrowing items from the library collections.

Online Access Members can upgrade their membership to Adult or Child Membership for full borrowing privileges on presentation of an acceptable photo ID as per standard Library Membership requirements.

## BORROWING GUIDELINES

Members are permitted to borrow up to 20 items per membership with borrowing limited to 4 weeks. Should members require extra time they are advised to contact library staff for amendments to the loan return date. Katherine Public Library staff appreciate the return of all library loans on time and in good condition. While on occasion books can be damaged or lost, library members are asked to contact the library as soon as possible if this has occurred.

All items that have been lost or damaged beyond reasonable repair will need to be replaced. Costs for replacement are catalogued with each library item on the library management system and can be provided to the member.

Library items provided in the library for reference use only shall not be borrowed unless the library manager considers that special circumstances exist, which warrant that they should be permitted to be taken from the library.

Council will charge members a fee for overdue items.

## INTER LIBRARY LOANS

Katherine Public Library will obtain, through approved procedures, requested items for loan or as reproductions using the inter-library loan system and supply requested material to other public libraries free of charge. The library will strive to ensure that inter-library loan requests are made available to the member within a period consistent with the library's service objectives.

It will comply with the provisions, guidelines and procedures of the Australian Inter-lending Code.

The library and subsequently, the member borrowing an inter-library item, will accept responsibility for the safety of borrowed material, and to pay for loss or damage of the loan item.

## DIGITAL INCLUSION

The ability to access and use technology is fundamental to meaningful engagement in Australian society. However, internet access is not universal, and there are significant numbers of older persons, people with low incomes, people in rural areas and travellers (among others) who do not have home or mobile internet access or lack the skills and confidence to use computers effectively. At the library people can:

- get free access to computers and the internet
- search and find useful public information (e.g. transport timetables, weather forecasts, news and current affairs)
- study online and access educational material
- access information, government and business services that are mainly or exclusively available online
- connect with family and friends via email and social media
- perform financial and administrative transactions
- engage with community activities and business organisations
- search and apply for jobs, or
- pursue recreational and leisure interests.

Katherine Public Library provides computers with free internet access. The computers are used to access on-line databases that are licensed to the Northern Territory Library. They are also available for other general purposes such as Microsoft Word, Excel, etc. The computers are available to library patrons and the general public on a first come, first served basis.

Parents/guardians of children under the age of 18 are solely responsible for their child's access to and use of the Library's internet facilities, including access to sites, their subject matter and content.

The library also provides access to printing, photocopying, laminating and binding facilities for a fee.

Staff at Katherine Public Library can provide informal technology learning support through staff assistance with both devices and online services, including e-government services. However, staff are unable to provide one to one tuition in the use of the computer or internet or to be a 'proxy' user for individuals that is, complete financial or government transactions on a person's behalf.

Katherine Public Library staff will not assist patrons to undertake activities such as, but not limited to, online purchasing, use of online financial platforms or the use of gambling applications.

Library staff have the right to terminate computer usage by any person, if that person:

- behaves in a manner likely to inconvenience or infringe on the rights of other library users
- involves or advocates illegal activities
- violates human rights
- views or displays offensive and pornographic images

- engages in activities of an illegal or fraudulent nature
- portrays any person in a demeaning manner, and/or
- violates any Australian law.

Patrons must also agree to follow generally accepted 'principles of netiquette' to respect the interests and rights of other patrons. Violating any of the above is sufficient grounds for removal from the public computers.

The library does not control the content or layout of any material on any website, nor does it make any representation or warranty about relevancy, accuracy, quality, or validity of any material and patrons must make that judgment for themselves. Access to some websites may require a person to divulge personal details and financial or credit information: patrons do so at their own risk.

As access to this service is provided in a public place and through publicly available facilities, patrons should be aware that no guarantee of privacy can be made, either while they are using the facility or after they have completed their session through access by others to history files or cached data. In addition, no guarantee can be made concerning the privacy or security of any information provided through this facility.

Patrons using the free computers at Katherine Public Library acknowledge that if any legal action is threatened or commenced, Katherine Town Council bears no responsibility whatsoever for the conduct or outcome of the legal action, arising out of or connected with an individual's use of the free internet service. Patrons also agree to indemnify Council against any and all damages, costs and expenses arising out of any action, settlement or compromise, arising out of or connected with their use of this free internet service.

## BEHAVIOUR OF PATRONS IN THE LIBRARY

Library patrons are asked to behave in an orderly and decent manner while in the library. They must be cleanly dressed and not obviously under the influence of alcohol or drugs. Library staff can ask anyone to leave the library if they behave in a disorderly manner or are under the influence of alcohol or drugs.

Patrons cannot sleep, eat or drink in the library and smoking is prohibited.

Patrons can bring bags or parcels into the library, but they may be inspected by library staff before the patron leaves the library.

Patrons must get permission from the library manager before posting any bills, placards, posters, flyers or notices in the library.

Children under the age of 13 years must be directly supervised at all times by a parent or guardian.

More information about patron behaviour can be found at By-Law 121.

Library clients must comply with the *Copyright Act 1968* (Cth) in relation to photocopying and scanning textual material or copying other material. Library staff can provide advice regarding copyright restrictions if required.

## PATRONS WITH SPECIAL NEEDS

The Katherine Public Library has suitable access for people in wheelchairs with all shelving and computers being accessible. The library has key access to a disabled toilet on the ground floor of the building.

## LIBRARY STAFF CODE OF CONDUCT

In addition to the obligations set out in the Code of Conduct for Council employees, library staff will observe the following standards of behaviour:

- encouraging intellectual freedom and the free flow of information and ideas
- exercising their responsibilities with the context of duty of care for the patrons of the library and other information services they offer
- recognising and respecting the intellectual property of others
- distinguishing in their actions and statements between their personal viewpoints and those of the Katherine Public Library
- maintaining and enhancing their professional knowledge and expertise and encouraging the professional development of their colleagues and fostering the aspirations of other potential library professionals
- assisting patrons to understand the most effective ways to gain access to the information they need, and
- treating patrons and colleagues with respect.

## INFORMATION PRIVACY

The Katherine Public Library is committed to protecting an individual's right to privacy in relation to the personal information it collects. The library is committed to compliance with its obligations under Council's Privacy policy and the Northern Territory *Information Act 2002*.

The library collects information about an individual in order to provide a comprehensive public library service, including lending and in-house services and to advise patrons about facilities, service programs, collections and special events.

The library will only collect, use and disclose personal information that is necessary for its functions and activities. When personal information is collected all reasonable steps will be taken to ensure that the individual is aware of what information is required, for what purpose, whether any law requires us to collect it, and the consequences, if any, of not providing the information.

## LIBRARY DONATIONS

Donations will be accepted as they fit under the Katherine Public Library Collection Development Guidelines and will be used to further the purposes and functions of the library.

The library will accept donations of materials that are in good condition and if deemed valuable to the collection, without obligation or conditions of management on the part of the library.

Katherine Public Library may consult with donors about the use of their donation, however the final decision about retention or use will remain with library management. The library may dispose of donations at the discretion of library management.

Donations will not be used for building up library funds, prize money or employee rewards and will generally not be used to fund normal library operational activities.

Conflict between the interests and purpose of the Katherine Public Library and the private or commercial interests of potential donors will be avoided in all circumstances. Donors will not gain future benefits or preferential treatment from the Katherine Public Library or Katherine Town Council.

Donors will need to sign a Stat Declaration Form listing what the donated item is and contact details for donor, agreeing to the conditions as set by the Katherine Public Library, including for the Special Collections.

Donations can be made as:

- cash
- library items, such as Books, Audio-Visual-Material, Serials
- furniture (including shelving, flooring etc)
- technical equipment
- supplies for Library programs, and
- works/labour or repairs, e.g. plumbing, carpentry.

Donations over \$2.00 may be tax deductible.

## 5 ASSOCIATED POLICIES/DOCUMENTS

- Katherine Public Library Collection Development Guidelines
- Customer Service Charter
- Fees and Charges Schedule published annually
- Employee Code of Conduct
- Privacy policy

## 6 REFERENCES AND RELATED LEGISLATION

- *Local Government Act 2019*
- Katherine Town Council By-laws 1998
- *Information Act 2002*
- Connected Communities – Vision for Northern Territory public Libraries 2017-2023
- Standards and Guidelines for Australian Public Libraries, Australian Library and Information Association (ALIA) and the Australian Public Library Alliance (ALPA)
- Australian inter-lending code, Australian Council of Libraries and Information Services
- IFLA/UNESCO Public Library Manifesto 2022
- *Copyright Act 1968 (Cth)*

### Revision History

Version	Approval date	Details of change	Responsible officer
1	1/10/2007	Created	
2	26/07/2016	Revised	
3	23/01/2023	Revised and on new policy template, also include Donations policy	CEO