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Bundaberg Regional Libraries

Operations Manual

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1 INTRODUCTION

This manual contains the Libraries' guidelines. It applies to all who use the library service. The intent of this manual is inclusive of the following:

- To ensure the safety, security and comfort of all patrons and staff.
- To ensure the libraries operate efficiently and effectively as a workplace.
- To ensure all legal obligations are met.
- To ensure library staff are not placed in the position of acting *in loco parentis* (in place of the parent).
- To ensure library staff are not exposed to unnecessary legal or other risks.
- To develop a collection which meets the needs of the community while remaining within budgetary bounds.
- To protect the library's collections and resources.
- To ensure adequate circulation of library items so all members have the opportunity of access.

2 CODE OF CONDUCT

2.1 Expected conduct

2.1.1 General

- Adhere to all library guidelines
- Respect staff and other library patrons
- Comply with the directions of library staff
- Be responsible for all personal belongings and property

2.1.2 Noise

- Quiet conversations
- Responsible mobile phone use and consideration of other library patrons
- Use of headphones on low volume when listening to any audio device

2.1.3 Dress code and hygiene

- T-shirt
- Shorts
- Footwear
- Cleanliness
- Personal hygiene to the minimum standard as expected by community norms
- Personal hygiene that does not disrupt others' use of the library

2.1.4 Bags and items

- Bags are defined as any receptacle into which items can be placed, including but not limited to handbags, suitcases, shopping bags, computing cases.
- Items are defined as all items not covered by 'bags' above, including but not limited to technology devices, umbrellas, prams, food, drink.
- Library staff may ask persons to present their bags and items for inspection at any time. By entering the library you agree to this condition. Persons who do not permit staff to check their bags and items may be asked to leave the premises.

- Bags and items are not to be left unattended (must be in the immediate vicinity and within sight of their owner).
- Unattended bags will be considered abandoned and may be confiscated and held by the Library for 30 days before being disposed of.

2.2 Prohibited conduct

2.2.1 Disruptive conduct

Disruptive conduct includes, but is not limited to:

- Disorderly conduct
- Unsupervised and unattended children
- Unreasonable/excessive noise
- Running in the library
- Activities which interfere with the rights of others
- Physical abuse
- Abusive or threatening language or gestures
- Misuse of library furnishings, equipment, technology and networks

2.2.2 Other prohibited conduct

- Soliciting or selling
- Theft, vandalism or other illegal acts
- Consuming alcohol or drugs or presenting in a manner to suggest prior use before entering the library
- Being in a state of intoxication that causes a public disturbance
- Loitering
- Personal hygiene that disrupts others' use of the facilities
- Intimidation and/or harassment of patrons and staff
- Smoking in the library or within the legislated no-smoking areas
- Eating or drinking in the library (some exceptions may apply)
- Improper use of facilities and services
- Display any notice, poster, pamphlet, or item

2.3 Children and Youth in the Library

Children and youth are an integral part of our community and are welcomed by our libraries. It is necessary that parents/guardians ensure appropriate and non-disruptive use of the library by young people. Library staff will always demonstrate due care for young people in the library, however they are unable to act as child carers and must not be put in the position of acting as parent or guardian. Library staff have no authority to ensure that young people remain within the library if left unattended and cannot be responsible for any incidents that occur outside the library.

2.3.1 Conditions

- Children and youth using the library service must always be attended and adequately supervised by a parent/guardian.
- At all times responsibility for the welfare and behaviour of children and youth using the library service rests with their parent/guardian.
- In the event children or youth are left unattended at closing time library staff will attempt to contact their parent/guardian before contacting the Police.

- Parents/guardians must be aware that the library is both a public place and a work area. There may be times when the library may close unexpectedly.
- Library staff reserve the right to request proper conduct and to determine inappropriate behaviour which may offend, injure or disturb other library users, staff, facilities, or items.

2.3.2 Definitions

- *Children and youth* – persons under 18 years of age.
- *Unattended and unsupervised* – not within sight and not within the immediate vicinity of the parent/guardian.

2.3.3 Children and youth not collected at closing time

- To protect library staff from unnecessary legal risks, staff members must not be alone with a child/youth to whom they are not related when the library is closed to the public.
- No staff member is permitted to escort or drive any child/youth left unattended at the library to any destination.

2.4 Non-compliance

Persons, including children and youth, not complying with any Library guidelines may be subject to sanctions as outlined below.

2.4.1 Compliance request

Initially a patron (and/or their parent/guardian) will be verbally informed of the issue and asked to comply with library guidelines.

2.4.2 Suspension

Patrons (and/or their parent/guardian) who fail to heed the initial approach/first warning ('Compliance request' above) will:

- Be given a second verbal warning and opportunity to comply, including being informed that failure to comply will result in being required to immediately leave the library premises.
- Be asked to leave the library premises if they don't immediately comply.

Patrons who are suspended from library access will not be permitted to be on the library premises for the remainder of that day and for the entirety of the next open day. This duration may be extended at the discretion of library staff, depending on factors including the severity of the incident and whether the patron has previously been suspended.

2.4.3 Entry bans

For serious breaches of library guidelines and/or patrons who continually fail to comply with guidelines and direction from staff, including those who have been suspended previously, the following will apply:

- Verbal notification that they are banned from Bundaberg Regional Libraries' premises.
- The ban is initially for the remainder of the current day and for the entirety of the next open day, unless the situation is judged as serious or the patron is a repeat offender, in which case the initial ban period may be longer, per the discretion of library staff.

- Where possible written notification of the ban will also be provided.
- The duration of the ban will depend on the nature and severity of the infringement and whether the patron has previously been banned.
- The minimum period of a ban is 24 hours; the maximum period of a ban is life.
- Entering or attempting to enter the library during the term of a ban is grounds for extending the ban.

2.4.4 Appeals

A person who has been banned may appeal the duration of the ban.

- All appeals should be made in writing and addressed to the Manager Library Services.
- The appeal will be considered by the Manager Library Services and/or the Director of the Department or their nominated delegate. Where necessary the appeal may be referred to the CEO.
- The determination of the appeal will be made by consideration of available incident reports and records, and any case put forward by the person seeking the appeal.
- A ban may be revoked or its duration reduced on appeal.

2.4.5 Police

The Queensland Police Service may be called if circumstances warrant this action (eg. if a member of the public is creating a nuisance or is engaged in an illegal activity).

3 MEMBERSHIP

3.1 Membership

Membership is free to all Queensland residents who can produce the required evidence of their residency. Those who cannot produce the required evidence may have the option of joining the library on a visitor membership.

3.1.1 Required evidence

One (1) form of personal identification which displays the person's current Queensland residential (street) address. Acceptable identification includes:

- Rates notice
- Electoral card
- Driver's licence
- Utility account
- Pension / Health Care Card
- Rent receipt
- Bank statement
- Doctor / dentist bill
- Other documentation showing name and address, per discretion of library staff

3.1.2 Persons under 18

A person under the age of 18 must be made a member of the library by a parent/guardian. The parent/guardian shall be a Queensland resident who is a current member of the library or eligible to become a member of the library by producing the required evidence.

Parents/guardians signing for a person under 18 years of age are responsible for the use of that membership card and any costs accrued on the membership.

3.1.3 Visitor membership

Visitors (those who cannot produce the required evidence) may join the library by payment of a non-refundable visitor fee.

3.1.4 Change of details notification

All members must inform the library of any change of details:

- Change of name
- Change of address (residential, postal, email)
- Change of phone number/s

3.1.5 Abide by guidelines

By signing the membership form members (or their nominated parent/guardian) agree to abide by all library guidelines and any directions issued thereunder by the Council.

3.1.6 Copyright acknowledgement

By signing the membership form members (or their nominated parent/guardian) agree that library items used or borrowed by the member will not be duplicated by the member, or by another person on the member's behalf, contrary to the provisions of the *Copyright Act 1968*, and any subsequent or associated Acts and Amendments.

3.2 Borrowing library items

3.2.1 Membership card

- One membership card is issued to each member.
- The membership card must be presented to borrow library items.
- Members (or their nominated parent/guardian) are responsible for all items issued to their membership card and any costs accrued on the membership.
- A fee will be charged for a replacement card.
- Members are required to notify the library of any loss/theft of their membership card. Members are responsible for all items on their card if the library has not been informed of any loss/theft.

3.2.2 Loan limits and loan periods

There are limits on the number of items members are entitled to borrow on their membership card. There are also loan periods applicable to different types of materials.

3.2.3 Renewals

Renewals can sometimes be made for a further loan period:

- A limit on the number of renewals applies
- Items on reserve for other borrowers cannot be renewed
- Items may not be renewed if the renewals limit has been reached
- Items in special collections cannot be renewed

3.2.4 Reservations

Reservations may be made on items that are on loan to another borrower:

- A limit on the number of reserves per card applies
- Items in special collections cannot be reserved

3.2.5 Extra loan time

- Should a borrower have a legitimate reason for needing a longer borrowing period, they should inform staff before items are issued.
- Extra time will be given at the discretion of staff, and will not be given for new or popular items.

3.2.6 Book Club Sets

- Sets cannot be renewed.
- Sets are on loan for 35 days.
- Book Clubs may borrow 1 set at a time.
- The person who borrows the set is considered responsible for the set and any costs incurred.
- Partial sets will not be accepted for return.

3.2.7 Board Games

- 1 board game or puzzle per membership card.
- 3 week loan.
- Board games and puzzles can be renewed and reserved.
- If a board game or puzzle is returned with a missing piece or pieces, and these piece/s are deemed essential to the game by the Supervisor or Librarian, the borrower will be responsible for the replacement cost of that game or puzzle.

3.3 Returning library items

Borrowers should return their items to a branch of the Bundaberg Regional Libraries. After-hours returns chutes are provided for the return of items when the library is closed. Borrowers should take care to return their items through the correct chute to ensure items are not damaged.

3.3.1 Late returns

Borrowers who return items late may receive a suspension or withdrawal of borrowing privileges. Suspension or withdrawal of borrowing privileges may also extend to other members in the household in some circumstances.

3.3.2 Overdue notices / invoices

Notices informing borrowers that they have overdue items will be forwarded according to the following timeline:

- 1st overdue notice – sent 10 days after due date.
- 2nd overdue notice – sent 24 days after due date.
- 3rd overdue notice – sent 38 days after due date (The 3rd overdue notice is also an invoice for the replacement cost of the item).
- In some circumstances an invoice may be sent for an item earlier than 38 days

3.4 Lost and damaged items

- Lost or damaged items must be paid for.
- In the event a borrower loses an item or returns a damaged item, a written invoice will be issued to the borrower requesting payment.

- The replacement cost is the cost per the library's database.
- Lost or damaged items cannot be replaced with the same or similar item.
- 'Lost' or 'damaged' includes items which have had parts lost/damaged (eg. games and puzzles).
- Borrowers should, upon noticing any damage to an item, contact the library to report it.
- If a lost item is found within 6 months of the payment for its replacement a refund will be given upon presentation of the receipt.
- A refund will not be paid on items with a replacement value (according to the library's database) of less than twenty dollars (\$20.00).

4 TECHNOLOGY

4.1 Bookings and check in

- Bookings are essential for the use of library computers.
- Bookings are time limited.
- A person may book for one session only per day.
- Persons must check in for their booking as non-checked in bookings automatically expire and may then be allocated to another user.
- The computer is to be used only by the person in whose name the booking is made and timeslots are not transferrable to others.
- In circumstances where booking errors occur, the computer will be allocated to the person whose name the booking is in according to the computerised booking system.
- Bundaberg Regional Libraries reserves the right to cancel extra bookings without prior notice.
- Unused time cannot be made up at a later time.

4.2 Wifi hotspot

- Patrons may bring their own device and connect to the wifi hotspot in branches.
- Users are not permitted to plug their devices in at any power points other than those specifically allocated for the purpose.
- Use of power boards, double adaptors, and extension cords is not permitted due to electrical safety considerations.

4.3 Costs

Use of the technologies made available by the Bundaberg Regional Libraries is generally free. However, some services may attract a cost.

4.4 Printing/Copying

- Printing is available from selected library computers/devices at a cost.
- Printing is not available via the wireless hotspot.
- Photocopying is available. Photocopying attracts a cost.
- All printed/copied pages must be paid for.
- Printing and copying is self-service and limited staff assistance is available.

4.5 3D Printing

4.5.1 Parameters

- The 3D printing service is available to Bundaberg Regional Libraries members only.
- Bundaberg Regional Libraries will not accept print jobs exceeding a continuous duration of six (6) hours.
- Bundaberg Regional Libraries reserves the right to insist upon the inclusion of raft and supporting structures where applicable.
- Bundaberg Regional Libraries reserves the right to reject a printing job for any object deemed by Libraries staff to be unsuitable.
- Patrons must create or supply their own 3D model – staff cannot assist with model design. The model must be supplied on a USB stick or via a link to a freely accessible file sharing platform (eg, Dropbox, Google Drive).
- 3D objects must meet the print specifications of the Bundaberg Regional Libraries 3D printer/s.
- Payment must be received prior to printing.
- Patrons may be charged for print jobs that fail due to object design.

4.5.2 3D Object Specifications

- Maximum printable dimensions - (X, Y, Z) 220mm x 140mm x 150mm.
- ABS or PLA filament.
- STL or OBJ file format.

4.5.3 Process

1. Submit a 3D model (STL or OBJ) to a Bundaberg Regional Libraries branch for verification and suitability assessment.
2. A Bundaberg Regional Libraries staff member will verify the suitability of the model. This process will not be undertaken immediately, but within five (5) business days of receipt at Bundaberg Library branch, staff time and availability permitting.
3. Our 3D printing software will provide an estimated print time and filament consumption which will be used to calculate the cost to the customer.
4. If the cost is accepted, payment is due and must be received prior to the commencement of printing.
5. The object and/or USB stick will be ready for collection from the Bundaberg Regional Libraries branch of the patron's choosing after five (5) business days (subject to printer and staff availability).
6. The customer will be notified when the object is available for collection.

4.5.4 Price & Payment

- Payment must be received prior to printing via currently available payment methods at a Bundaberg Regional Libraries branch.
- The cost is calculated using the estimated print time and filament consumption provided by the 3D printing software.
- 3D printing fees and charges are included in Bundaberg Regional Council's Fees and Charges register.
- The Setup fee is the setup fee plus the first three (3) hours of printing inclusive.
- The Printing fee is the hourly (or part thereof) fee for printing, applicable from the fourth (4th) hour of printing.

4.6 Assistance

- Staff are available to give general and limited assistance to users of library computers at most times. There will be some times when assistance will be severely limited or unavailable.
- Staff computers, devices, email addresses, etc cannot be utilised by members of the public.

4.6.1 One-on-One Technology Assistance

- **Bookings and Times**
 - Bookings are essential.
 - Bookings are time-limited.
 - There may be days and times where assistance is limited or unavailable.
 - One-on-one assistance may not be available at all library branches.
- **Assistance Provided**
 - Basic assistance only.
 - Library-related enquiries only. eg, library eServices and basic how-to.
 - For specific enquiries and not a general overview.
 - Will be at the discretion of Bundaberg Regional Libraries.
 - Bring your own device.
 - Library staff are not able to assist with all devices.
- **Assistance Not Provided**
 - Complex assistance.
 - Assistance which is in the realm of 'tech support' (where specialist knowledge is required or where the enquiry does not relate to library resources or basic how-to).
 - Non-specific enquiries.
 - Setting up, troubleshooting, or 'fixing' devices and/or issues with devices.
 - Will be at the discretion of Bundaberg Regional Libraries.
 - 3D print model design.
- **Other**
 - Library staff do not necessarily have any formal technology-related qualifications.
 - Council and its staff accepts no responsibility for your device or any advice imparted by staff in the course of providing assistance.
 - Library patrons accept advice and assistance at their own risk.

4.7 Social and online media

4.7.1 Content

- All content/comment published on a library social media service remains the property of Bundaberg Regional Libraries.
- Bundaberg Regional Libraries reserves the right to edit or delete content/comments, and to re-use content/comments in Library/Council publications as required.
- All content/comment is only able to be monitored by Bundaberg Regional Libraries after it becomes visible to the social media community.
- Inappropriate content/comments include but are not limited to:

- Abusive
- Off-topic
- To contain personal and/or cultural attacks or insults
- To promote hate of any kind
- Offensive in nature
- To contain offensive language
- Spam
- To be potentially libelous
- To contain plagiarised material or breaches of copyright
- To contain commercial content
- To be detrimental in any way
- Not suitable for the social media forum – library operational matters, including but not limited to reservation requests, renewal requests, etc
- Not suitable for the social media forum – complaints/grievances. Any complaints/grievances should be directed through appropriate and official channels

4.7.2 Followers/users

Bundaberg Regional Libraries reserves the right to remove, block, or ban a person from using/following a Bundaberg Regional Libraries social media service if that person has failed to adhere to Bundaberg Regional Libraries guidelines.

4.7.3 Photos

- Photographs taken within Council Libraries may be published on any/all of Council's social media sites, including but not limited to Facebook pages, and the Bundaberg Now website, and this may result in personal information being transmitted outside of Australia.
- Should you not wish photographs to be taken, please notify Council staff. In the event that your photograph is taken, please ask Council staff to delete the photograph. Staff will comply with your request whenever possible. In the event that a photograph cannot be deleted for a valid business reason, then your face and any distinguishing features will be redacted from the image by Council, where possible.
- Council will share your photograph with third parties, if your consent has been obtained.
- Any funding bodies and other entities are required to provide their own permission forms for photographs taken within Council libraries.
- Media agencies external to Council must identify themselves to Council library patrons; obtain consent; and advise the potential use for any photographs taken within Council libraries.

4.8 Links to external websites

- Selected links to external websites have been included on Bundaberg Regional Libraries website because they are deemed useful in answering patron's questions and in fulfilling patron's information, education, and recreation requirements.
- Links to websites or webpages from the Bundaberg Regional Libraries pages are not added upon request or recommendation.
- Bundaberg Regional Libraries cannot ensure the availability or accuracy of external sites.

4.9 Internet content

- Bundaberg Regional Libraries has no control over, and cannot be responsible for, the information accessed through the Internet, using the libraries' connection.
- Users should make their own assessment of the truth, completeness, accuracy, suitability, currency, etc of Internet information.
- Users are not to send, receive, or display text or graphics which may reasonably be construed as obscene.

4.10 Children and youth

- Parents/guardians are responsible for their children's use of the Internet through the libraries' connection, as well as for their use of other technologies provided by the libraries.
- Parents/guardians should supervise their children's use of the libraries' technologies, including Internet access through the libraries' connection.

4.11 General information

- The wireless network is public.
- By using the technologies provided by the libraries, users agree to all terms and conditions as defined in these guidelines.
- Persons, including those waiting to use a technology service provided by the libraries, must not interfere with other persons using the service.
- A maximum of two (2) persons may use any one of the technologies at the one time.
- Users may not use their own software programs on the technologies provided by the libraries.
- Illegal activities or any other activities which are intended to disrupt service or equipment are prohibited.
- Persons using these technologies agree not to make any changes to the setup or configuration of the software or hardware.

4.12 Downtime

- Library technology services are provided on an as-is basis.
- The Library/Council cannot be held responsible for periods of downtime.
- From time to time technologies may be unavailable or limited.

4.13 Copyright

Much of the material (including software) available on the Internet and other technologies provided by the libraries is copyright. Users must not breach copyright when using the technologies provided by the library. A copyright owner is entitled to take legal action against a user who infringes his/her copyright. Unless otherwise permitted by the *Copyright Act 1968*, unauthorised copying of a work in which copyright subsists (including digital copying) may infringe the copyright in that work.

5 LIBRARY SPACES

5.1 Meeting room

A meeting room is available within Bundaberg Library for booking and use by select groups.

5.1.1 Permitted users

In order of priority:

- Bundaberg Regional Libraries staff
- Bundaberg Regional Council staff
- Not-for-profit community groups
- Others at the discretion of Bundaberg Regional Libraries

5.1.2 Non-permitted users

- Individuals
- Businesses
- For-profit individuals or groups
- Hawkers
- Individuals/groups not using the room for the purpose of a meeting/training (eg, quiet study, wifi use, and so on at the discretion of Bundaberg Regional Libraries)
- Others at the discretion of Bundaberg Regional Libraries

5.1.3 Bookings

Bookings are essential and can be made by visiting or phoning Bundaberg branch. The number of bookings permitted by one group will be at the discretion of Bundaberg Regional Libraries.

5.1.4 Room availability

The room is only available during library opening hours.

5.1.5 Supplied with room

- Chairs (limited numbers)
- Tables (limited numbers)
- Ceiling-mounted data projector
- Whiteboard
- Wifi hotspot connection
- All of the above are subject to change without notice

5.1.6 Not supplied with room

- Library staff to provide technical or other assistance
- Laptops / computers
- Tablets
- Keyboards
- Mouse
- Connector cables
- Speakers
- Power boards
- Extension cords
- Other equipment at the discretion of Bundaberg Regional Libraries

5.1.7 Food and drink

Food and drink is generally not permitted in the meeting room. Groups wanting to have food and drink in the room must seek the permission of Bundaberg Regional Libraries. Any food/drink permitted will not be supplied by Bundaberg Regional Libraries.

5.1.8 Other

- Groups are to leave the meeting room clean and tidy upon exit.
- Groups are to finish their sessions on time so that following sessions may start on time.

5.2 Community display spaces

Limited display space is available in the libraries for community and not-for-profit groups to highlight their events, etc. All notices (posters, pamphlets, digital notices, etc) are placed at the discretion of Bundaberg Regional Libraries. Bundaberg Regional Libraries also reserves the right to dismantle or remove displays/posters/pamphlets/notices, etc.

5.2.1 Use of display spaces

- Persons wishing to have notices displayed must see library staff at the front desk.
- Persons are not permitted to place notices themselves.
- Notices selling or promoting a business, product, service, or item, are not permitted to be displayed.
- Size and volume limits will apply.

5.2.2 Time limits for display

- Notices will be removed if:
 - A period of two (2) months has passed since they were first placed.
 - The event, etc being promoted has passed.
 - Space is needed for new or other notices.

5.2.3 Displays not permitted

- Businesses, for-profit organisations, and the like.
- Displays which would be reasonably regarded as obscene, offensive, or illegal.

5.2.4 Display case at Bundaberg Library

A small glass display case/cabinet is available at Bundaberg Library for non-profit community groups wishing to display items.

- The display case is available by booking only. Contact Bundaberg Library.
- Duration of booking is at the discretion of Bundaberg Regional Libraries.
- Types of displays permitted, and groups permitted to display, are at the discretion of Bundaberg Regional Libraries

6 INTER LIBRARY LOANS

6.1 Inter library loans for members

In some cases inter library loans (ILLs) from other Australian libraries are possible.

6.1.1 Eligibility to request an inter library loan

- ILLs may only be requested by permanent members of the Bundaberg Regional Libraries.
- Members must be aged 18 or over to request an ILL.
- ILLs may not be requested on behalf of others, including minors.
- Only titles not already held by the library will be requested (providing the request meets all other criteria).

6.1.2 Ineligibility to request an inter library loan

- Person under the age of 18 years
- Persons who hold a visitor membership
- Visitors to the library
- Students
- Teachers/lecturers/other education staff
- Others by discretion of Bundaberg Regional Libraries

6.1.3 Request limits

- Limits will apply on the number of requests that can be placed.

6.1.4 Items available on inter library loan

- Adult non fiction books
- Language learning kits
- Music scores for orchestras/groups/individuals
- Microfilm reels (eg. newspapers or indexes for genealogical research)
- Book club sets

6.1.5 Items not available on inter library loan

- Items published within the last 12 months
- Fiction
- DVDs / CDs
- Junior and youth resources
- Magazines, journals, serials, periodicals
- Maintenance and repair manuals
- Any other items at the discretion of Bundaberg Regional Libraries
- All requests are subject to the approval of the library lending the material

6.1.6 Fee-based ILLs

- Any library could potentially charge an inter library loan fee.
- The lending library, not Bundaberg Regional Libraries, determines the fee.
- The fee is to be paid by the borrower when they collect the loan. Access to the item will not be given until the fee is paid.

6.1.7 Music scores on ILL

- The Inter Library Loans Officer should be informed of any performance date when the ILL is requested.
- Fees and charges for the ILL may apply.

6.1.8 Book club sets on ILL

- Book clubs may request one (1) book club set at a time.
- A book club must nominate one or two people to be responsible for collecting and borrowing the book club set on their membership card.
- Book club sets are requested from the State Library of Queensland:
 - Bundaberg Regional Libraries has no control over the time it takes for a requested set to arrive.
 - Book clubs should be aware that Bundaberg Regional Libraries cannot guarantee supply of sets or titles, or their supply at a particular time, or in time for particular meetings.
 - The inter library loan of book club sets will cease if it is deemed to no longer be commensurate with available library resources.

6.1.9 Waiting periods for ILLs

- Bundaberg Regional Libraries has no control over how long a requested item will take to arrive.
- Members should not request an item if they are unwilling to wait an indeterminate time for its arrival.

6.1.10 Notifications

- Successful requests – no notification will be given until such time as the item becomes available for collection.
- Unsuccessful requests – a message will be placed on the member's record if an item is unable to be sourced.
- Items available for collection – notification will be via the library's automated notification system. Items must be collected within the nominated timeframe.

6.1.11 Loan/use conditions

- Generally, ILLs may be loaned for the library's standard loan period, providing this does not exceed the date the item is due back at the lending library.
- Some items may have a shorter loan period specified by the lending library.
- Some items may have conditions attached to the loan, such as the member only being permitted to use the item within the library.
- Items are subject to being recalled by the lending library and Bundaberg Regional Libraries.
- Members agree to return an item within 2 days of notification if recalled.
- Members should contact Bundaberg Regional Libraries if they wish to request an extension to the loan period.
- An item may be extended once only provided the lending library agrees to the extension.
- All ILLs should be returned to Bundaberg Regional Libraries.

6.1.12 Uncollected, unreturned, lost or damaged ILLs

- Items which remain uncollected after the last date of collection will be returned to the lending library without further notice.
- The requesting/borrowing member shall be liable for any and all costs associated with uncollected, unreturned, lost or damaged ILLs.
- Fees and charges may be levied by Bundaberg Regional Libraries and/or the lending library.

- Fees and charges must be paid before further borrowing from the library and/or on inter library loan will be permitted.
- Suspension of withdrawal of borrowing privileges may also extend to other members in the household in some circumstances.

6.2 Inter library loans to libraries

Australian libraries may request on inter library loan items held by Bundaberg Regional Libraries subject to the following.

6.2.1 Items available for ILL

- Adult non fiction books
- Adult fiction books
- Adult fiction audio books on CD
- Adult non fiction audio books on CD
- Other materials at the discretion of Bundaberg Regional Libraries

6.2.2 Items unavailable for ILL

- New titles
- Popular titles
- Series fiction
- DVDs/CDs
- Junior and youth resources
- Maintenance and repair manuals
- Items from Reference and special collections
- Items in poor/fragile condition
- Other materials at the discretion of Bundaberg Regional Libraries

7 PICTURE BUNDABERG

Picture Bundaberg is an ongoing Bundaberg Regional Libraries project to collect, scan, digitise, and preserve the visual history of the Bundaberg region. As part of this project the collection is made available to the public via the Internet. Images and other items are sourced via donation from members of the public.

7.1 Copyright – donator

Persons donating (donator/s) images can choose to donate according to the following:

- *Moral Rights & Reproduction Rights* – the donator allows Bundaberg Regional Libraries to scan/photograph/digitise the item to produce an image. The donator keeps the item, copyright on the item, and has the right to place conditions on the use and/or copying of the image.
- *Deed of Gift* – the donator donates the item/image, and copyright on the item/image, to Bundaberg Regional Libraries.

7.2 Conditions of use/copying

- It is the right of the copyright holder to determine any conditions of use/copying on the image/s for which they hold copyright.
- No digital or other manipulation or modification of the image is permitted.

- Some donors have specified that any requests for copies/use must be forwarded to them for consideration/permission.

7.3 Acceptable use of images

Generally images from the Picture Bundaberg collection may be used/copied with permission by the following (images should be accompanied by citation/acknowledgement):

- Individuals
- Education – teaching resource or student assignments
- Non-profit community groups
- Bundaberg Regional Council

7.4 Non-acceptable use of images

Generally images from the Picture Bundaberg collection may not be used/copied for:

- Publication in books, pamphlets, websites, etc
- Commercial use

7.5 Requests for copies/use

7.5.1 General information

- Prior permission to use/copy images must always be obtained from the Picture Bundaberg Coordinator.
- Permission to use/copy images will be subject to:
 - Copyright and the conditions of use which have been placed on the image
 - The purpose for which the image/s will be used
- Bundaberg Regional Libraries reserves the right to refuse supply of an image/s to any person/group/organisation.
- Each request will be treated on an individual basis.
- Limits on the number of images supplied, and/or supplied free of charge, may apply.

7.5.2 Hard copies

Hard copies of images will be provided on A4 (only) photographic/glossy paper.

7.5.3 Digital copies

- Low resolution copies may be provided on/via a media chosen by Bundaberg Regional Libraries by agreement, and at the discretion, of the Picture Bundaberg Coordinator.
- High resolution copies may be provided on/via a media chosen by Bundaberg Regional Libraries by agreement, and at the discretion, of the copyright owner and the Picture Bundaberg Coordinator.

7.5.4 Ordering a copy of an image

Requests will be accepted via the Picture Bundaberg order form, available on the Bundaberg Regional Libraries website.

7.5.5 Costs

- Costs must be pre-paid.
- Costs are subject to change without notice.

- Refer to Bundaberg Regional Council's [Fees and Charges Register](#).

7.5.6 Delivery timeframes

Images will be processed according to the following timeframes (not including postage time):

- 1-10 photos: within 15 business days
- 10+ photos: at Picture Bundaberg Coordinator's discretion
- Urgent requests are subject to agreement with the Picture Bundaberg Coordinator and dependent upon several factors, including factors outside Picture Bundaberg's control.

8 AUTHOR VISITS

8.1 Definitions

Authors – includes, but not limited to, authors, publishers, publicists

Author visits – includes, but not limited to, visits, launches, promotions, events

8.2 Authors accepted for visits

- Reputably published or published authors at the libraries' discretion.
- Non-published authors at the libraries' discretion.

8.3 Authors not accepted for visits

- An unsolicited offer to appear at our libraries will not necessarily be accepted.
- The libraries, at their discretion, reserves the right to refuse people who are promoting beliefs, doctrines, theories, or similar.
- The libraries, at their discretion, reserves the right to refuse any author for an author visit.

8.4 Considerations for acceptance of an author

- Is the author reputably and/or recently published?
- Is the work/genre/topic likely to be of interest to our customers?
- Do available library resources allow for the holding of the event, including the requirement of staff overtime?
- Is there likely to be a viable audience for this author/genre/topic?
- Has the author appeared at any library branch recently (as determined by Bundaberg Regional Libraries)?
- The number of other events being held in the libraries around the time of the proposed visit.

8.5 Venue for the author visit

- The libraries will allocate the author to the most appropriate (as determined by the libraries) library branch or alternate venue, and the most appropriate space within a branch or alternate venue.
- Authors are not guaranteed to conduct their author visit at a particular branch or alternate venue, or within a particular space.

8.6 Booking an author visit

- Contact the libraries at least 6 weeks in advance to discuss a possible author visit.
- A night-time author visit is not guaranteed.

8.7 Day-time author visits

- Visits will be limited to 1 hour.
- Catering will not be provided. Tea and coffee may be provided.
- Staff will not be provided. Intro and outro will be provided at libraries' discretion.
- Limited advertising will be provided by the libraries. All other advertising is the responsibility of the author.
- Attendance bookings will not necessarily be required.

8.8 Night-time author visits

- Visits will be limited to 2 hours maximum and must end by 8.00pm.
- Catering will be provided at the discretion of the libraries.
- Will only be considered for events where the expected attendance is significant (as determined by the libraries).
- Limited advertising will be provided by the libraries. All other advertising is the responsibility of the author.
- Attendance bookings will be required.

8.9 Advertising and promotion

- The libraries reserve the right to decline posters/advertising materials sent by the author.
- The libraries will provide advertising in the form of posters, library social media, in-house TV screens.
- The placement, timing, and frequency of this advertising is at the discretion of the libraries.

8.10 Attendance bookings

- All bookings for event attendance must be made through the Bundaberg Regional Libraries.

8.11 Attendance numbers

- Bundaberg Regional Libraries is not required to guarantee a minimum number of attendees.

8.12 Supply of furniture and technology

- If seating, tables, or technology is required, please discuss this with the libraries at the time of booking the author visit.
- There are limits on the seating, tables and technology that can be provided.

8.13 Cancellations

8.13.1 Cancellations by the libraries

The libraries reserve the right to cancel a booked author visit with up to (or in some circumstances with less than) 48 hours notice in, but not limited to, the following circumstances:

- Low attendance bookings (at the libraries' discretion)
- Lack of staff to run the event
- Weather events
- Unforeseen circumstances

8.13.2 Cancellation by the author

- If less than 48 hours notice is given, reimbursement of costs to Bundaberg Regional Libraries may be required.
- The circumstances of the cancellation will be considered (eg, weather event).

8.14 Payment to authors

The Bundaberg Regional Libraries does not normally pay for an author's costs or fees.

8.15 Author publications – purchase or donation

- The libraries reserve the right not to purchase, or accept donated copies of, an author's work/s.
- The libraries reserve the right not to add copies of an author's work/s to its collection, as per its Collection Development Guidelines.
- The libraries reserve the right to delete copies of an author's work/s from its collection, as per its Collection Development Guidelines.

9 COLLECTION DEVELOPMENT

9.1 Statement of Purpose

The Bundaberg Regional Libraries' purpose is to satisfy the Bundaberg region community's information, cultural, recreation, and education needs by providing a quality library service with easy access to resources, managed cost-effectively by skilled staff.

The goals of the library service are to:

- Provide and continually develop a quality service to meet the changing needs of the community;
- Facilitate a progressive, efficient and effective library service through planning, evaluation and communication;
- Develop the quality and quantity of the facilities and collection resources to reflect community needs;
- Promote awareness of the library service and its value to the community;
- Provide adequate levels of well-trained staff to maximise efficiency in the use of library resources and provision of services;
- Provide the best possible library service through cost-effective allocation of the budget.

9.2 Materials selection

The purpose of materials selection is to support the Statement of Purpose of the library service, which is to meet the information, cultural, recreation and education needs of the local community. The aim is to provide:

- A balanced collection including popular material and works of literary merit for recreational use in a variety of formats and for all ages;

- Materials appropriate to the development and strengthening of the cultural life of the community;
- Materials for information and reference in a variety of formats considered appropriate to the collection and the needs of the community; and
- Educational material in a variety of formats considered appropriate to a public library collection.

9.2.1 Responsibility for materials selection

- The Manager Library Services is responsible for the management of the library service, including all aspects of materials selection. The Manager Library Services is responsible for materials selection for the adult collections in the library.
- The Youth Services Librarian is responsible for materials selection of the junior and youth collections in the library.
- Responsibilities and duties relating to materials selection may be delegated to other suitably qualified staff.

9.3 Selection criteria

Materials selected for inclusion in the collection must meet one or more of the following criteria:

9.3.1 Suitability

Material should be suitable to meet the information, cultural, recreation and education needs of the community, including special groups such as people who are visually or hearing impaired. Material should be at levels and in language appropriate for the community such as children, literacy students, people for whom English is a second language.

9.3.2 Relevance

Material should be relevant to the present and future interests of the community considering such factors as age, ethnicity, education, etc.

9.3.3 Currency

Material should be up-to-date and provide current information with an appropriate level of content.

9.3.4 Authority and accuracy

The expertise of the person(s) responsible for the material and the accuracy of the information contained should be assessed.

9.3.5 Demand

Material produced by popular and in demand authors or illustrators should be included.

9.3.6 Country of origin

Preference will be given to material published about Australia and neighbouring regions, or by Australian authors, illustrators, etc.

9.3.7 Historical importance

Material which is important as an historical record for present and future use, such as local history.

9.3.8 Physical format

Material will be assessed for its suitability for circulation and heavy use.

9.3.9 Cost

Material will be assessed by cost, but the major consideration will be the relevance of the item to the collection.

The Statement on Free Access to Information issued by the Australian Library and Information Association (ALIA) should be an important consideration when determining selection.

9.4 Collections

For the purpose of selection and collection development, the libraries' collection is divided into the following areas:

9.4.1 Adult collection

- This collection provides a range of resources in print and non-print format to meet the information, cultural, recreation, language and literacy needs of adults.
- This collection aims to cater for the widest range of reading levels and interests.

9.4.2 Children's collection

This collection provides a range of resources in print and non-print formats for children from birth to 12 years. Overlaps occur between the picture book and children's fiction collection, and between children's fiction and youth fiction. As children vary enormously in their intellectual and physical growth their needs and abilities at various levels must be considered. The overlap also allows children the freedom to move between the collections for recreational reading purposes.

The children's collection aims to:

- Meet the information, cultural, recreation, and development needs of children in the community;
- Enable children to discover the enjoyment and appreciation of reading for pleasure and information;
- Provide materials to stimulate the child's imagination;
- Assist in the development of individual abilities;
- Encourage a lifetime love of books, as well as an established pattern of library use.

9.4.3 Youth collection

This collection provides a range of resources in print and non-print formats for young adults in the 12-17 year age range. There is an overlap between the children's collection and the youth collection, and between the youth collection and the adult collection.

The youth collection aims to:

- Recognise the needs and interests of teenagers;
- Act as a link between the children's and adult collections;
- Provide a focal point for teenagers in the library, which recognises their special needs;

- Continue to encourage a lifetime love of books as well as an established pattern of library use.

9.4.4 Non fiction

- The non fiction collection provides material across a wide range of subject areas, particularly those which are popular and requested by users.
- The collection has a strong emphasis on materials with a practical application, which may be used for informal instruction and self development. Contemporary issues and interests are well represented, as is a balance of viewpoints on controversial topics.
- The children's and youth collections cover a variety of levels of difficulty and depth to meet the needs of their readers' developing interests and abilities.

9.4.5 Fiction

- The collection caters for a variety of reader interests, tastes and reading skills. A wide range of genres, popular bestsellers, classics, Australian authors and award winners are represented.
- Ideally, new novels are selected prior to publication in anticipation of reader demand.

9.4.6 Junior picture books

This collection is intended for use by parents together with young children, or by young children themselves. Included are stories without words, stories to read to children, introductions to pictures, words and concepts, and basic stories through to sophisticated picture books for older children.

9.4.7 Reference collection

The reference collection provides ready access to recent and current information on a broad range of subjects. The collection also contains valuable historical information such as local history and genealogy. Reference materials are available for use in the library only.

9.4.8 Magazines

The collection consists of magazines for all library users on a wide range of topics from both Australian and overseas publishers.

9.4.9 Large print

With their larger than usual typeface large print books cater for people with a preference for larger types and for those with a visual impairment. The collection consists of a wide range of fiction and non fiction.

9.4.10 CDs and DVDs

- Recorded music – covers a wide range of listening interests. While particular emphasis is given to categories not readily available locally, popular music is not overlooked.
- Movies and documentaries – a selection is available for all ages to meet recreation and information needs.
- Recorded books – a collection of abridged and unabridged works containing fiction and non fiction titles.

9.4.11 Newspapers

- The library purchases the major east coast national daily papers as well as selected daily and weekly Queensland papers. Availability of titles varies by branch.
- Back issues:
 - Local paper/s – retained until microfilm copies are available for inclusion in the microfilm collection
 - Non local papers – retained for a short time only

9.4.12 Microfilm collection

Local newspaper/s are provided on microfilm for general users and researchers.

9.4.13 Foreign languages

Books in languages other than English are not purchased. The library obtains bulk loans of books in specifically requested languages (subject to availability) from the State Library of Queensland, which are ordered upon request.

9.4.14 Literacy materials

This basic collection is for adults, youth, and children who wish to improve their literacy skills.

9.4.15 Puzzles and games

A special collection of puzzles and games, for use as part of supervised play and storytelling sessions, is managed by Youth Services staff. A selection of general board games and puzzles suitable for adults and children are also available for borrowing.

9.4.16 Digitally downloadable material

Downloadable material such as eBooks, eAudiobooks, eMagazines, and eMusic are available to members.

9.5 Donated materials

Donations are accepted with the understanding that they will not necessarily be added to the collection. The material will be judged by the same selection standards as applied to new purchases. Unsuitable donations will be discarded, held for a future library book sale, passed on to Council's recycling facility, or passed on to the State Library of Queensland.

9.6 Weeding

Materials which are outdated, badly worn or mutilated, no longer in demand or of interest, or for which space is no longer available, will be removed routinely from stock. Weeded items may be discarded, held for a future library book sale, or passed on to Council's recycling facility.

9.7 Public input

At all times, consideration will be given to purchases recommended by library users. The same selection standards will be applied as for all new purchases. Limits will apply to the number of purchase requests that can be made.

9.8 Controversial works and censorship

- The library recognises that some works are controversial and may offend some users. It should be appreciated that selection is based on the merits of the work in relation to collection building and to meet the interests of readers.
- Library materials will not necessarily be marked or identified to show approval or otherwise of contents.
- It is the responsibility of parents or guardians to assess the suitability of materials used by children.

9.9 Selection and educational institutions

The libraries' collections are selected to provide information services to the community as a whole, rather than those specifically attending educational institutions. Existing library resources will be used to provide information for students.

9.10 Review of the Collection Development Guidelines

The Collection Development Guidelines will be reviewed every five years to ensure that information included in the guidelines remains true and accurate, and to allow for any changes in guidelines in the future.