



HUME LIBRARIES

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CODE OF PRACTICE

Strategic Objective: Theme 1: a well-educated and employed community. Support and enhance skill development and educational opportunities to reduce disadvantage and improve employment prospects and quality of life - Hume Horizons 2040

Date of Adoption: August 2016

Date for Review: August 2020

Responsible Officer: Coordinator Libraries

Department: Community Development and Learning

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CODE OF PRACTICE STATEMENT

Council supports the provision of library, learning and information services across the municipality of Hume through Hume City Council's Library Service, known as Hume Libraries.

Library services are equally available to all members of our community regardless of cultural identity or language, age, gender, religious affiliation, ability, economic or employment status and educational attainment.

Libraries foster a confident, active, empowered, cohesive community, inspiring learning through the provision of relevant resources, facilities and programs.

PURPOSE

The aim of this Code of Practice is to define a framework for the operation and use of Hume Libraries. This will support consistency of operations and foster broader community awareness of the arrangements under which library services are operated.

SCOPE

Hume Libraries will operate in accordance with Council policies, plans, strategies and procedures. These cover issues such as privacy of personal information, access and equity, staff code of conduct and health and safety.

Hume Libraries' staff and volunteers will have access to, maintain and use Hume Libraries Procedure Manual to deliver a consistent quality of service at all Council libraries.

Council operates public libraries in Broadmeadows, Sunbury, Craigieburn, Tullamarine, Gladstone Park and a mobile library.

OBJECTIVE

Hume Libraries support Theme 1 in *Hume Horizons*: "A well-educated and employed community: there are excellent employment opportunities and a commitment to lifelong learning; providing access to education at all stages of life".

CODE OF PRACTICE IMPLEMENTATION

Council's library services will provide access to high quality books, magazines, DVDs, information technology, online resources, information services and support and will offer collections in key, relevant community languages.

As information experts, library staff assist the community in searching for information and general use of the library resources. Hume Libraries provides a wide range of learning activities. Links to the community through schools, community groups, businesses and the multicultural communities of Hume will be a focus. Hume Libraries also supports achievement of high levels of literacy by conducting targeted programs and promotions. The network of library branches offers learning opportunities in addition to the more traditional library services.

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Hume Libraries provides the following services:

- Library membership
- Loan and reservations of library materials, such as books, DVDs, magazines and audio books
- Access to newspapers
- Comprehensive information services
- Online databases and electronic downloads, such as e-books, e-audiobooks, e-magazines and downloadable music
- Community notice boards
- Requests for purchase of materials for the library collection
- Learning programs for all ages
- Access to council meeting agendas and minutes
- Facilities for people with a disability
- Home library services
- Access to the Internet
- Use of selected Microsoft Office products
- Interlibrary loan materials
- Games – computer, console and board

Some of these services may incur a fee.

Hume Libraries charges for the following services:

- Interlibrary loans, where the lending institution charges a fee
- Printing and photocopying
- Some learning programs for adults and children, where costs incurred by Hume Libraries are high
- Book Group memberships
- Replacement library cards

Library Membership

- Membership is free and open to anyone
- Library membership is not transferrable
- Council will require identification that includes a current address for a Library Membership application. The following identification methods are acceptable:

Australian Drivers' Licence
Victorian Proof of Age card
Keypass

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Healthcare Card

Council rates notice

Rental agreement

Utilities invoice, including online invoices which include a current address

- Adult individuals with no proof of address, such as travellers or those with no fixed address, are eligible to use facilities within the library and use the e-resources, but are not eligible to borrow physical library materials.
- Membership applicants under eighteen (18) years of age must have their Library Membership Card signed by their parent or guarantor, who must show appropriate identification as per the above list. Parents/guarantors are responsible for library materials, use of equipment, any associated charges and information accessed electronically or otherwise. Special exemption may be granted by the Branch Coordinator for minors under 18 years of age to obtain a library membership card independently if they are able to prove that they live independently as an adult and are able to present appropriate identification.
- Adults (people over 18) must have their own current, signed, non-transferable library card in order to borrow physical materials.
- Children (people under 18) must have their own current, signed, non-transferrable library card in order to borrow physical materials or use the internet.
- A signed library membership card serves as a legally enforceable document to state that the member has read, understood, agrees with and will undertake to comply with the Membership conditions and the Conditions of Use as listed on every computer and prior to accessing the WiFi facilities
- Membership will be available to organisations on the condition that an individual person accepts responsibility for the membership on behalf of the organisation.
- Hume Libraries will collect personal information for the purposes of conducting library business only, according to Council's Information Privacy and Health Records Policy. The information may be accessed by contacting Council on 9205 2200.
- Members must notify Hume Libraries in the following events:
 - immediately when their membership card is lost or stolen
 - as soon as possible when personal details change

Conduct within Libraries

Conduct in Libraries is governed by General Local Law No. 1 – 2004, section 1.1. Customers must conduct themselves in a reasonable and responsible manner when using Library facilities and/or attending library programs. Customers interfering with other customers' enjoyment of Library facilities may be asked to leave.

- Gambling, canvassing, collection of money or illegal activity is not permitted
- Children under eight years of age must be accompanied in the library by an older person who is responsible for them. The older person accompanying the child/ren in the library will be responsible for the child/ren's welfare as well as monitoring and regulating their behaviour. Library staff may refer to appropriate authorities those children who are left unattended in the library or who behave inappropriately.
- Use of library facilities for commercial gain is not permitted.

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Library Loans

- On production of a valid Library Membership Card, all items for loan may be borrowed for three weeks, without limits to the number of items borrowed, with the exception of BorrowBox e-resources, which have a loan period of two weeks and a limit of four items at a time.
- Members are required to produce a valid library card to borrow.
- Members are required to owe less than \$20 in fees and/or fines in order to borrow.
- Fees and fines guidelines are outlined in a separate attachment to this Code of Practice.
- Members are responsible for all materials, including electronic/virtual borrowed on their card and their timely return or deletion. Items can be borrowed and returned at any branch of Hume Libraries.
- Items can be renewed for additional loan periods unless they are reserved by another library member. After two renewals, items must be sighted by library staff before further renewals will be applied.
- Fees and/or replacement costs will be charged for overdue, damaged or lost items and/or RFID tags. These fees are subject to change.
- Reservations can be made for any items available for loan as listed in the Library Catalogue or on the various e-resource platforms and mobile apps
- Council will not accept any responsibility for damage to member's equipment caused by faulty audio visual items or electronic downloads.
- Hume Libraries cannot guarantee the authority and reliability of information accessed. Customers of this service shall not have any claim against Hume City Council arising from loss associated with, damages, obligations or liabilities directly or indirectly relating to the use of the service.

IMPLEMENTATION

This Code of Practice will be implemented by the Coordinator Libraries as follows:

- Informing staff through induction and training processes
- Providing public access to the Code at all libraries
- Placing this Code of Practice on the Hume Libraries' Internet site

Compliance with this Code of Practice will be monitored by the Coordinator Libraries as follows:

- At Library Management Team meetings
- Through feedback from the community
- As a consequence of modifications to related Council documents

This Code of Practice will be reviewed every four years by the Library Management Team.

DEFINITIONS AND ABBREVIATIONS

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The following definitions are used:

Libraries – facilities belonging to or under the control or management of Council and includes the buildings, rooms, offices, passages, staircases, lifts, foyers, meeting rooms, adjacent entrances and toilets, including the Hume Mobile Library.

Library Service – service to the community provided by Hume City Council through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in any format in order to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

Customer – any person, whether a member or not, who visits a Library for the purpose of using any resources and/or facilities.

Member – any customer who has fulfilled the requirements for membership of the Library and holds a current membership card.

Privacy – non-intrusion into an individual's private affairs.

Audio-visual items – audio books, DVDs, CD-ROMs, Video and any other non-print format.

E-Resources – online, digital electronic resources, such as databases, full-text journals, e-books and e-audio books

RELATED DOCUMENTS

Council

- Information Privacy and Health Records Policy:
http://www.hume.vic.gov.au/About_Us/Your_Council/Local_Laws_Legislation_Parking/Privacy_Policy
- Hume City Council Internet site: <http://www.hume.vic.gov.au/Homepage>
- Hume City Council Local Laws:
http://www.hume.vic.gov.au/About_Us/Your_Council/Local_Laws_Legislation_Parking/Local_Laws
- Hume Horizons:
http://www.hume.vic.gov.au/files/sharedassets/hume_website/publications/hume_horizons_2040/humehorizons2040_communityplan.pdf
- Hume Libraries Internet site: <http://www.humelibraries.vic.gov.au/Homepage>
- Hume Libraries online catalogue:
http://hume.ent.sirsiidynix.net.au/client/en_GB/external
- Hume Libraries Collection Management Policy
- Hume Libraries Fees and Fines Guidelines (see attachment 1)
- Unattended Children Guidelines

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- Hume Libraries Conditions of Membership:
http://www.humelibraries.vic.gov.au/Using_Your_Library/Join_the_Library/Conditions_of_Membership
- Public Computers and WiFi Conditions:
http://www.humelibraries.vic.gov.au/Using_Your_Library/Join_the_Library/Conditions_of_Membership
- Learning Community Notice Boards Guidelines

Legislation

- Information Privacy Act 2000.
http://www.legislation.vic.gov.au/domino/Web_notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/cd652e34a04da6c2ca257505007ce686!OpenDocument
- Charter of Human Rights and Responsibilities Act 2006 .
[http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/54D73763EF9DCA36CA2571B6002428B0/\\$FILE/06-043a.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/54D73763EF9DCA36CA2571B6002428B0/$FILE/06-043a.pdf)
- Disability Discrimination Act
[1992http://www.comlaw.gov.au/Details/C2013C00022](http://www.comlaw.gov.au/Details/C2013C00022)
- Equal Opportunity Act
http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/e84a08860d8fa942ca25761700261a63/458eb8fee64320e1ca257d090009340b!OpenDocument&Highlight=0,Act

ALIA (Australian Library and Information Association) statements, policies and guidelines:

- Joint-use libraries: <http://www.alia.org.au/about-alia/policies-standards-and-guidelines/joint-use-libraries>
- Libraries and information services and Indigenous peoples:
<http://www.alia.org.au/about-alia/policies-standards-and-guidelines/libraries-and-information-services-and-indigenous-peoples>
- Library and information services for people with a disability:
<http://www.alia.org.au/about-alia/policies-standards-and-guidelines/library-and-information-services-people-disability>
- Public library services: <https://alia.org.au/about-alia/policies-standards-and-guidelines/statement-public-library-services>
- Core values: <http://www.alia.org.au/about-alia/policies-standards-and-guidelines/alia-core-values-statement>
- Free access to information: <http://alianet.alia.org.au/policies/free.access.html>
- Guidelines for Australian Home Library Services:
<http://www.alia.org.au/about-alia/policies-and-guidelines/alia-policies/guidelines-australian-home-library-services>

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- Guidelines on Library standards for people with disabilities: <http://www.alia.org.au/about-alia/policies-and-guidelines/alia-policies/guidelines-library-standards-people-disabilities>
- Privacy and Libraries: <http://www.alia.org.au/about-alia/policies-and-guidelines/alia-policies/libraries-and-privacy-guidelines>

IFLA (International Federation of Library Associations) manifesto, statements and guidelines:

- IFLA/UNESCO Public Library Manifesto: <http://www.ifla.org/publications/iflaunesco-public-library-manifesto-1994>
- IFLA Statement on libraries and intellectual freedom: <http://www.ifla.org/publications/ifla-statement-on-libraries-and-intellectual-freedom->
- Mobile Library Guidelines: <http://www.ifla.org/publications/ifla-professional-reports-123>
- IFLA Public Library Service Guidelines: <http://www.ifla.org/publications/ifla-publications-series-147>
- Guidelines on Information Literacy for Lifelong Learning: <http://www.ifla.org/publications/guidelines-on-information-literacy-for-lifelong-learning>
- The Public Library Service: the IFLA/UNESCO Guidelines for Development 2010 (2nd edition): <http://www.ifla.org/publications/ifla-publications-series-147>
- (Revised) Guidelines for Library services for Young Adults: <http://www.ifla.org/files/assets/libraries-for-children-and-ya/publications/ya-guidelines2-en.pdf>
- Guidelines for Children's Library Services: <http://www.ifla.org/publications/guidelines-for-children-s-library-services>
- Guidelines for Library Services to Babies and Toddlers: <http://www.ifla.org/files/assets/hq/publications/professional-report/100.pdf>

UPDATED 20/6/2016

Attachment 1: Fees and fines guidelines

Overdue library materials:

In order to borrow library materials, members must owe less than \$20 in outstanding fines. If the amount exceeds \$20, payment is required to reduce the amount to below \$20. If fines are more than \$30, The minimum payment will be \$10.

If a minimum payment of \$10 has been made but the reduced amount still exceeds \$20, the library member may borrow items with staff assistance. Library staff will add an initialled notation to the member's library card, advising of any part-payments made.

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If a minimum payment of \$10 cannot be made and the outstanding fines exceed \$20, the member cannot borrow any physical library items. All other services – e.g. attendance at programs, the use of the wifi and/or the public PCs – will remain unaffected, except the borrowing of e-resources via Axis 360, which will have the same limitations applied as physical library materials.

If the amount of overdue fees exceeds \$50, a one-off payment of \$50 can be made, which will reduce the balance to zero.

Special consideration may be given to genuine hardship circumstances, which will be decided by the branch coordinator.

Lost, stolen and damaged library materials:

When it has been established that a borrowed library item has been lost, stolen or damaged, the last person to borrow the item will be required to cover the replacement cost of each lost item. Replacement costs are indicated on the library database.

When a borrowed library item has been returned in a damaged condition, the last person to borrow it will be responsible for the replacement charge. Replacement costs are indicated on the library database.

Special consideration may be given to genuine hardship circumstances, which will be decided by the branch coordinator.

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