

Shoalhaven Arts Board

Meeting Date: Thursday, 15 June, 2017

Location: Jervis Bay Rooms, City Administrative Centre, Bridge Road, Nowra

Attachments (Under Separate Cover)

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“Creativity and participation in the arts contributes to innovative and sustainable outcomes that benefit everyone in the community, not just those who participate.”



MESSAGE FROM THE CHAIR OF THE SHOALHAVEN ARTS BOARD

The Shoalhaven has a rich history of inspiration and artistic endeavour – from our traditional custodians of the land, the people of the Yuin Nation; to the legacy of the European settlement and development; to artists and craftspeople who have been inspired and captivated by the unique beauty of this region.

Creativity and cultural expression have always been inherent in our lives. Importantly, the Shoalhaven is a place where arts and culture is recognised as an essential element of our community's vitality and wellbeing. Creativity and participation in the arts contributes to innovative and sustainable outcomes that benefit everyone in the community, not just those who participate.

Shoalhaven City Council has worked with the community to build a strong foundation for Arts & Cultural activity within the region. This relationship, professionally managed by Council staff and guided by the expertise of the Shoalhaven Arts Board, has enabled

Council to actively respond to community needs and successfully develop a series of outstanding initiatives and facilities.

Today the Shoalhaven is generously catered for via its arts places including the Shoalhaven Regional Gallery, Shoalhaven Entertainment Centre, the Milton Theatre, the Ulladulla Civic Centre, four Libraries across the City and a mobile library service which visits towns and villages. In addition there is a range of significant volunteer managed museums, privately run galleries and cultural facilities.

This current 2017-2021 plan will build upon preceding achievements. The framework was developed by Shoalhaven Arts Board members in 2016/17.

I trust that we will continue to realise a growing, rich and mature culture through our strategies and programs that build opportunity and enrichment for arts and culture to flourish throughout the Shoalhaven.

Clr John Wells
Chair Shoalhaven Arts Board 2017



Vision: Make the Shoalhaven a recognised outstanding arts destination that connects people, fosters sustainable communities and celebrates indigenous and contemporary history

Shoalhaven Arts board 2017

CITY VISION & ARTS CONTEXT

Council's Vision – “ We will work together in the Shoalhaven to foster a safe and attractive community for people to live, work, stay and play; where sustainable growth, development and environmental protection are managed to provide a unique and relaxed lifestyle. ”

The Shoalhaven City Council is underpinned by a strong set of objectives and strategies, determined by extensive community consultation undertaken in 2017 to formulate the City's 'Community Strategic Plan 2017 – 2027'.

The Shoalhaven Arts Board Arts & Cultural Strategic Plan fits within the context of state and national peak bodies who provide valuable research and measures which guide the activities in the region.

At a State Government level the Arts NSW 'Create in NSW' Vision is:

“NSW will be known for its bold and exciting arts and culture that engage our community and reflect our rich diversity”.

At the Australian Government Federal level the Australia Council for the Arts purpose is: *“To champion and invest in Australian arts. We do this by supporting excellence across all art forms and leveraging our investment in the arts to support and build a vibrant arts ecology”.*

Vision: Make the Shoalhaven a recognised outstanding arts destination that connects people, fosters sustainable communities and celebrates indigenous and contemporary history



Mission: Shoalhaven Arts Board actively connects and engages with artists, audiences, businesses and visitors to develop social, cultural, economic and capital excellence



Values: Shoalhaven Arts Board values the role of the Arts in stimulating, inspiring and supporting innovative artistic expression that benefits the community



VISION FOR ART & CULTURE AND THE ROLE OF THE ARTS BOARD

Council established ‘The Shoalhaven Arts Board’ in 1998.

Council recognises the value and place of creative expression, cultural facilities and innovative arts activities, and embraces a strategic direction to facilitate progressive cultural development across the City.

To guide this development each member of the Shoalhaven Arts Board will be responsible for maintaining and reporting on a specific portfolio.

The Shoalhaven Arts Board membership is made up of representatives from the local Shoalhaven community, including a Local Aboriginal member, and Councillors. Members of the Board come from a range of backgrounds and bring a rich spectrum of skills and capabilities, expertise and advice. The Board aims to include representatives from health and wellbeing, arts institutions, education, arts practitioners, the corporate/business sector and elected Councillors.

The Shoalhaven Arts Board Terms of Reference identify the purpose of the Board as:

- a. To contribute to and develop strategy and policy both for the Shoalhaven City Council as well as in alignment with the Region.
- b. To develop and implement policy, planning and vision for the broad arts within existing resources and use a co-opted panel of peers for professional advice.

They include:

- **Visual Arts**
 - **Heritage and Museum Sector**
 - **Literature**
 - **Performing Arts**
- c. Advocate and maintain specific arts related portfolios
 - d. Advocate and promote Board recommendations

REVIEW, EVALUATION & REPORTING

The chair and members of the Shoalhaven Arts Board will undertake an annual review and prepare a report to the Board on the Goals, Strategies and Success Indicators. This will be presented at the end of each financial year.

Shoalhaven Arts Board (SAB) Strategic Plan 2017 - 2021

smART Deals

Vision: Make the Shoalhaven a recognised outstanding arts destination that connects people, fosters sustainable communities and celebrates indigenous and contemporary history

Mission: Shoalhaven Arts Board actively connects and engages with artists, audiences, businesses and visitors to develop social, cultural, economic and capital excellence

Values: Shoalhaven Arts Board values the role of the Arts in stimulating, inspiring and supporting innovative artistic expression that benefits the community



PEOPLE

- A city that builds inclusive, safe & connected communities
- Activated communities through arts, culture & events
- Active, healthy liveable communities



PLACE

- Continually improving our road & transport infrastructure
- Manage & plan sustainable development
- Showcase and protect the natural environment



ECONOMY

- Attracting, retaining and growing business & partnerships
- Maintaining an innovative robust economy & vibrant towns & villages

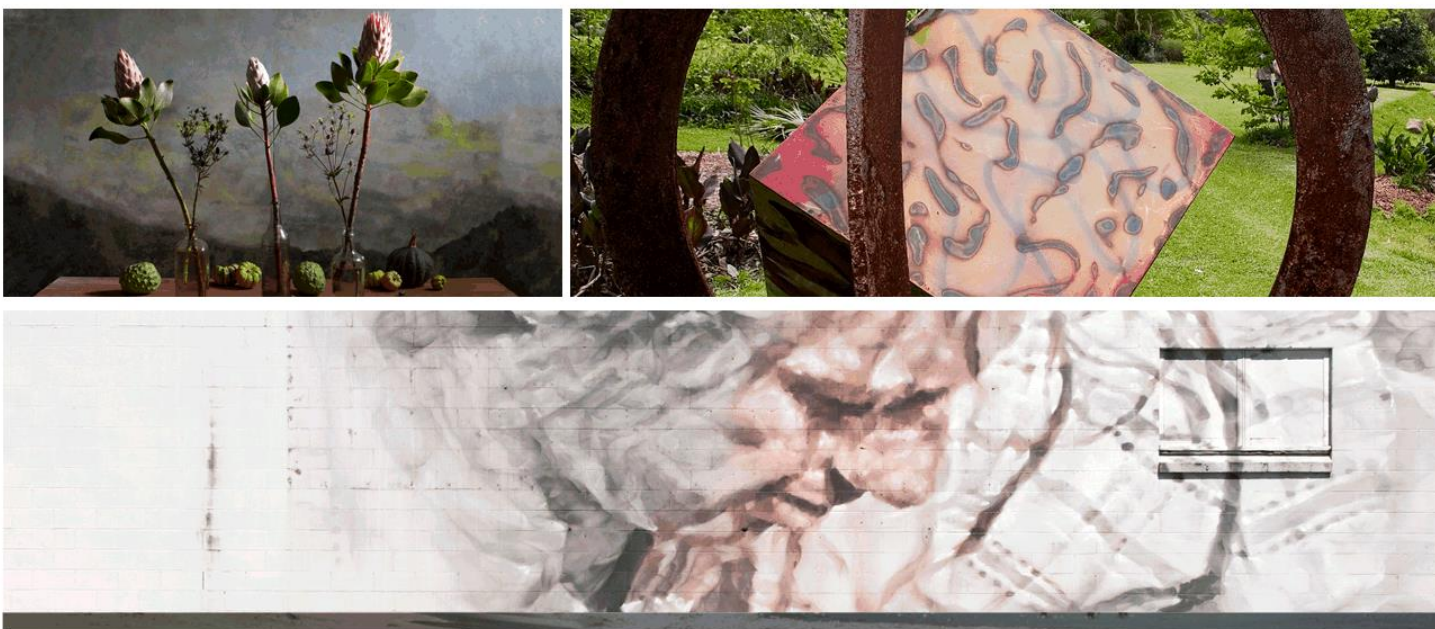


STEWARDSHIP

- Reliable services that meet daily community needs
- Strong leadership & advocacy through effective government

Key Priorities

GOALS	1. RECOGNITION & ADVOCACY	2. IDENTITY & DESTINATION	3. ENJOYMENT & LEARNING	4. ENRICH & EXPAND THE ARTS	5. ESTABLISHMENT OF AN ARTS FOUNDATION
	<p>The Shoalhaven is a place where participation in arts and culture contributes to innovative and sustainable outcomes that benefit the community</p> <p>This goal seeks to ensure that – together with economic, social and environmental factors - arts and culture is recognised as vital to a healthy, connected and sustainable community</p>	<p>This goal seeks to promote and further develop cultural tourism in the Shoalhaven.</p> <p>The Shoalhaven Arts Board (SAB) will advocate the Shoalhaven as a cultural destination and partner with Shoalhaven Tourism Advisory Group (STAG) to assist in product development</p>	<p>Support opportunities for artistic collaboration in the community</p>	<p>Support stronger ties between the Shoalhaven Regional Gallery (SRG), Libraries and Shoalhaven Entertainment Centre (SEC)</p> <p>Advocate for the development of an Arts & Culture precinct in Nowra</p>	<p>Investigate the feasibility of an Arts Foundation</p> <p>The Foundation would:</p> <ul style="list-style-type: none"> Support the development & enrichment of broad arts Fundraise and develop a sustainable principal investment to generate ongoing funds
STRATEGIES	<ol style="list-style-type: none"> Lobby Council to ensure arts and culture is acknowledged as a vital factor in building sustainable communities. Provide advice to Council and stakeholders on how to integrate arts and culture in all elements of planning and policy making Advise stakeholders on the development of measurable outcomes for arts projects 	<ol style="list-style-type: none"> Support the development of public art projects, including the 'Outdoor Gallery' throughout the Shoalhaven Support Arts organisations through grants and donations programs Support the development of a curated season of arts and entertainment presented at the Shoalhaven Entertainment Centre Support the development of a curated exhibitions calendar at the Shoalhaven Regional Gallery Support the expansion of NOW Contemporary Art Exhibition to become a biennial regional prize 	<ol style="list-style-type: none"> Encourage audience development across the arts and culture sector Promote public programs Support the volunteer network across the sector 	<ol style="list-style-type: none"> Provide advice on City Art Collection purchases, as per the Collection Policy Champion and support the development of a powerful presence for the arts in the Shoalhaven. Be active in the promotion of Shoalhaven Arts grants Act as ambassadors for arts and culture to inform the community and visitors regarding arts and cultural activities, attractions and projects 	<ol style="list-style-type: none"> Review the progress of the business case in support of the creation of a Foundation
INDICATORS	<ol style="list-style-type: none"> Recognise and advocate for Council's support and investment in arts and culture Successful recommendations by SAB to Council on behalf of the Community Regular attendance at arts and culture events Provide moral and written support of grant applications 	<ol style="list-style-type: none"> Evidence of quality public arts, festivals & events in the Shoalhaven The awarding of SAB Grants annually for projects that support the development of a sense of place 	<ol style="list-style-type: none"> Promotion and attendance at annual events in recognition of the contribution of volunteers Increase in number of Arts Board website page views 	<ol style="list-style-type: none"> Lobby for improved funding and support to expand the Grants & Awards Program Support the development of the City Art Collection through acquisitions Evaluate acquittals and outcomes from Arts Grants and review arts grants guidelines 	<ol style="list-style-type: none"> Continued investigation into the establishment of a financially sustainable foundation





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Website: www.shoalhaven.nsw.gov.au

For more information contact the Finance Corporate & Community Services Group

SHOALHAVEN LIBRARIES - OPERATIONS

Policy Number: POL16/209 • **Adopted:** 23/07/2002 • **Reaffirmed:** 22/02/2005 • **Amended:** 28/04/2009, 21/05/2013 • **Minute Number:** MIN02.891, MIN05.135, MIN09.489, MIN13.490 • **File:** 6230E • **Produced By:** Finance Corporate & Community Services Group • **Review Date:**

1. PURPOSE

The purposes of this policy are:

- to inform library staff and the public of the operations policy of Shoalhaven Libraries.
- to enable detail library staff to carry out their duties in accordance with this policy membership and lending conditions that apply to the library and its collections.
- to outline the service delivery standards and requirements of the library.

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2. STATEMENT

The policy is to be read in conjunction with Council's Code of Conduct, [Shoalhaven Libraries Internet Usage Policy](#) and [Shoalhaven Libraries Children's Policy](#) and amendments made therein. It was adopted by Minute 02.891 on 23rd July 2002 and renamed and reaffirmed in its revised format by Minute 05.135 on 22nd February 2005 and Minute 09.489 on 28 April 2009.

3. PROVISIONS

3.1. Mission Statement

Shoalhaven Libraries aims to educate, enrich, entertain, inform, involve and empower the people of the Shoalhaven.

Shoalhaven Libraries is also committed to serving the information and recreation needs of children and young people. The Library aims to provide a welcoming environment, with resources and programs to meet the needs of all Library users including targeted groups.

3.2. Professional Values

Shoalhaven Library services are underpinned by the following professional values:

The **ALIA Statement on Free Access to Information (2007/2015)** states "that freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas."

The Australian Library and Information Association (ALIA) 'believes that library and information services have particular responsibilities in supporting and sustaining the free flow of

Shoalhaven City Council - Shoalhaven Libraries - Operations

information and ideas, resisting attempts by individuals or groups within their communities to restrict access to information and ideas.'

Collection material should not be rejected on the grounds that its content is controversial or likely to offend some sections of the library's community.

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

The **ALIA Statement on Professional Conduct (2007)** states that 'People engaged in library and information services are members of a profession committed to intellectual freedom and the free flow of ideas and information.'

The Library Council of NSW guideline **Access to Information in New South Wales Public Libraries (2008)** states that public libraries have 'a role as an unbiased source of information and ideas, including online content. It must accept responsibility for providing free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.'

Public Libraries acknowledge the democratic rights of individuals to freely pursue their own information interests. This view is articulated in the **UNESCO Public Library Manifesto (1994)** which states that '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 user's right to privacy with respect of the use of the library or its materials is fully recognised and guarded within the provisions of the **Library Act of New South Wales 1939** and **amendments**.

3.3.— Shoalhaven Libraries Objectives

3.3.1.—To provide the Community with a library service that is free, equitable, accessible, cost effective and efficient;

3.3.2.—To provide access to a current and relevant collection which meet community needs;

3.3.3.—To provide physical facilities, that are attractive, designed for efficiency and sustainability, flexible and functional and, which will serve the identified needs of the community;

3.3.4.—To provide a mobile library service via a specially designed and equipped vehicle to those people who cannot reach a static branch or central library;

3.3.5.—To provide the community with a range of programs and activities related to library services and collections;

3.3.6.—To strive for excellence in customer service and to ascertain library patron satisfaction or dissatisfaction with library services;

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3.4. Shoalhaven Libraries – Responsibility Statement

3.4.1. Collection Development

The criterion for the selection of library materials follows professional standards as defined by the Australian Library & Information Association (ALIA) and is outlined in the Collection Development Policy of the South Coast Cooperative Library Service (2011).

3.4.2. Access to Resources

The role of Shoalhaven Libraries staff is to guide and assist clients in finding and accessing resources appropriate to particular interests and inquiries.

The catalogue of the South Coast Cooperative Library Service is available through the Internet allowing users to access the collections of the libraries that make up the South Coast Cooperative Library Service. Member services are also available through the WebOpac at www.sccls.nsw.gov.au

Shoalhaven Libraries general collection may contain publications that have been classified 'Unrestricted' and films classified 'G' (General), 'PG' (Parental Guidance) or 'M' (Mature) in accordance with the Classification (Publications, Films and Computer Games) Act 1995 (cth). This material is available to all persons, without restriction. It is the responsibility of parents or guardian, not library staff to make a final decision as to what is suitable for their child.

The Library promotes and supports client access to information, including electronic information through its internet facilities. Users of the Internet are not permitted to access illegal sites.

3.4. Shoalhaven Libraries Services Statement

3.5.1. Information & Readers Advisory Services

The Information Services Team offers reference and readers' advisory services to clients. This includes:

- access to up to date reference materials and online databases;
- education programs to support information and digital literacy, and effective use of library resources and facilities.

3.5.2. Interlibrary Loans and Document Delivery to facilitate access by the local community to resources held in other Australian library and information services collections.

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- 3.5.3. Local Studies Collection – to provide access to, preserve and maintain a collection that relates to the heritage and development of the Shoalhaven.
- 3.5.4. Community Information – to provide information on a diverse range of groups within the Shoalhaven via a web based community directory. This is accessible at <http://www3.shoalhaven.nsw.gov.au/infodirectory>
- 3.5.5. Cataloguing
- To provide a framework for bibliographic control of library materials and the exchange of bibliographic data
 - To maintain rigorous control to ensure consistency and uniformity to facilitate use by those unfamiliar with library protocols
- 3.5.6. Services to Targeted Client Groups**
- to provide services and materials which meet the needs of particular client groups served by the Library;
 - to provide the community with a range of activities/programs related to library services and collections that enrich the lives of the community.
- The major library client groups represented in the Shoalhaven are:
- 3.5.6.1. Children & Youth Services**
(See Shoalhaven Libraries – Children's Policy)
- 3.5.6.2. Other Targeted Client Groups**
- **Literacy** – to actively promote and support programs for members of the community with identified literacy needs
 - **CALD** – to meet the library needs of culturally and linguistically diverse communities
 - **Aboriginal & Torres Strait Islanders** – to actively consult and negotiate with indigenous Australians to promote library and information literacy
 - **Disabled** – to provide barrier-free access to library services and resources for people with a disability
 - **Aged** – to ensure that older members of the community can access and use library collections, services and programs. The **Home Library Service** provides access to library information and resources for those community members who are unable to physically access their local library due to disability or age. A doctor's certificate is required as proof of eligibility to register.

3.4. Management of Process

Public Libraries in New South Wales are operated by Local Government Authorities in accordance with the Library Act 1939 and the Library Regulation 2005. The Act mandates the fundamental principle for public library services in NSW, which is free and equitable access to information.

The Act sets out the core library services that must be offered free of charge; determines the regulations governing the use of the Library; defines the relationship between Local Government and the State Government with regard to public library services; and articulates the State Government funding process.

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Membership

Library membership is free of charge for all residents. Reciprocal memberships are available for members of libraries outside the Shoalhaven. Temporary membership is also available for visitors.

Fees and Charges

Core library services (as detailed in the Library Act 1939 and amendments) are free to members.

Charges are assigned for services defined as value-added.

All fees and charges are set by resolution of Shoalhaven City Council and are included in Council's Annual Management Plan.

4. IMPLEMENTATION LIBRARY SERVICE CHARTER

The Finance Corporate & Community Services Group will administer this policy. Library users can expect:

- Prompt, courteous and efficient service by approachable and non-judgemental staff.
- A welcoming and safe environment.
- Free and equal access to resources and services to all individuals and groups within the community, in accordance with the NSW Library Act 1939.
- A range of library resources and services at each library tailored to the needs of each community.
- Library information resources which are relevant and up-to-date.
- Access to a range of information technologies, including public computers, internet access, WiFi and electronic resources.
- Access to staff with professional expertise and knowledge.
- Provision of assistance to people who need adaptive technology and different media to enable them to use the full range of library services and facilities.
- Confidentiality in accordance with the NSW privacy legislation.
- To have suggestions and comments about the library service welcomed.

5. REVIEW VISITORS AND LIBRARY USERS CODE OF CONDUCT

5. TO BE REVIEWED WITHIN ONE YEAR OF THE ELECTION OF A NEW COUNCIL.

5.1. All users of Shoalhaven Libraries branches are required to observe the following facility rules:

- 5.1.1. Agree to abide by all rules of the facility applicable to the general public.
- 5.1.2. Agree not to harass, threaten or intimidate facility staff in the carrying out of their duties.
- 5.1.3. Agree not to harass, threaten or intimidate other Library users.
- 5.1.4. Agree not to behave in a manner that would be regarded by a reasonable person as being offensive.
- 5.1.5. Observe all lawful directions from staff in relation to conduct whilst in Council facilities.
- 5.1.6. Bags and personal belongings are your responsibility and should be kept with you at all times.

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- 5.1.7. Library users that leave items in the Library do so at their own risk
- 5.1.8. Photography in the Library is not permitted without prior permission
- 5.1.9. Adults must accompany and supervise children at all times
- 5.1.10. Refrain from using mobile phones while visiting the Library
- 5.1.11. Respect the rights of other Library users
- 5.1.12. Push bikes and skateboards are not permitted in the Library and are left at the Library users own risk
- 5.1.13. Evacuate the Library quickly and safely when requested by staff
- 5.1.14. *"Safety is Everyone's Responsibility": Report any problems, or potential risks, to the Library staff immediately*
- 5.1.15. Library users who do not comply with the Visitors and Library users Code of Conduct may be asked to leave the library or may be refused access to the library buildings by any library staff member.

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6. APPLICATION OF ESD PRINCIPLES SHOALHAVEN LIBRARIES OBJECTIVES

Social integrity
Social capital

Ensure equity of service 6.1 To provide the Community with a library service that is free, equitable, accessible, safe, cost effective and efficient;

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6.2 To provide access to a current and relevant collection which meets community needs;

6.3 To provide physical facilities that are attractive, designed for efficiency and sustainability, flexible and functional, and which will serve the identified needs of the community;

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6.4 To provide a specially designed and equipped mobile library service to those people who cannot reach a static branch or central library;

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6.5 To provide the community with a range of programs and activities to enhance community engagement;

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6.6 To strive for excellence in customer service and to ascertain library customer satisfaction or dissatisfaction with library services;

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7. SHOALHAVEN LIBRARIES – RESPONSIBILITY STATEMENT

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7.1 Collection Development

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The criterion for the selection of library materials follows professional standards as defined by the Australian Library & Information Association (ALIA) and is outlined in the Collection Development Policy of the South Coast Cooperative Library Service.

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7.2 Access to Resources

The role of Shoalhaven Libraries staff is to guide and assist customers in finding and accessing resources appropriate to particular interests and needs.

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The catalogue of the South Coast Cooperative Library Service is available online allowing users to access the collections of the libraries that make up the South Coast Cooperative Library Service. Member services are also available through the library catalogue at www.shoalhavenlibraries.com.au

Shoalhaven Libraries general collection may contain publications that have been classified 'Unrestricted' and films classified 'G' (General), 'PG' (Parental Guidance), 'M' 'MA' (Mature) or 'R' (Restricted) in accordance with the Classification (Publications, Films and Computer Games) Act 1995 (cth). DVDs classified MA and R cannot be borrowed by junior library members. All other resources are available to all persons without restriction. It is the responsibility of parents or guardians, not library staff, to make a final decision as to what is suitable for their child.

The Library promotes and supports Library users' access to information, including electronic information through its internet facilities. Accessing illegal or offensive sites is prohibited.

7.3 Shoalhaven Libraries Services Statement

7.3.1 Information & Readers Advisory Services – to offer reference and readers' advisory services to Library users. This includes:

- access to up to date reference materials and online databases;
- education programs to support information and digital literacy, and effective use of library resources and facilities;
- Reader's Advisory tools such as 'What to Read Next' advice, booklists, bookmarks and online databases.

7.3.2 Reservations – to provide an access and delivery service for items on loan or held at Cooperative branches. A cost recovery fee applies.

7.3.3 Interlibrary Loans and Document Delivery – to facilitate access to resources held in other Australian library and information services collections. This includes public, special, educational, State and National Libraries. Fees apply.

7.3.4 Local Heritage Collection – to preserve, maintain and provide access to a collection of local heritage information, that covers the social, economic and development of the Shoalhaven.

7.3.5 Cataloguing

- To provide a framework for bibliographic control of library materials and the exchange of bibliographic data.
- To maintain rigorous control to ensure consistency and uniformity to facilitate use by those unfamiliar with library protocols.

7.3.6 Community Noticeboards and Display Cabinet

- A glass display case can be booked and is available for use by community groups

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- All material for display should be approved, signed and dated by the Customer Services Manager or other senior staff.
- The Community Noticeboards are not to be used for advertising for private business, personal 'For Sale' notices and /or commercial endeavours.

7.3.7 Services to Targeted Customer Groups

- To provide services and materials which meet the needs of particular customer groups;
- To provide the community with a range of activities/programs and events related to library services and collections that enrich the lives of the community.

The major library customer groups represented in the Shoalhaven are:

7.3.8 Children & Youth Services

(See Shoalhaven Libraries – Children's Policy)

7.3.9 Other Targeted Customer Groups

- **Literacy** – to actively promote and support programs for members of the community with identified literacy needs
- **CALD** – to meet the library needs of culturally and linguistically diverse communities
- **Aboriginal & Torres Strait Islanders** – to actively consult and negotiate with indigenous Australians to promote library and information literacy
- **People with a disability** – to provide barrier-free access to library services and resources for people with a disability.
- **Aged** – to ensure that older members of the community can access and use library collections, services and programs. The Home Library Service provides access to library information and resources for those community members who are unable to physically access their local library due to disability or age. A doctor's certificate is required as proof of eligibility to register.
- **Mobile Library** – to provide access to library resources to customers in remote areas.
- **Digital** – Digital membership that provides 24 hour access to resources and information.

7.4 Library Membership

Membership to the library is free, in accordance with the requirements of the Library Act 1939.

The Act sets out the core library services that must be offered free of charge; determines the regulations governing the use of the Library; defines the relationship between Local Government and the State Government with regard to public library services, and articulates the State Government funding process.

7.4.1. Membership Categories

- **Digital** – any resident of Shoalhaven Local Government Area can join free of charge and access all digital resources

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- **Adults** – permanent residents, ratepayers and those working in the Shoalhaven Local Government Area can join free of charge
- **Juniors** – persons under sixteen (16) years of age must have permission of a parent or legal guardian. The parent or guardian should accompany the child or young adult to the library and produce current identification in order to join.
- **Reciprocal Borrowers** – Visitors and non-residents who are current members of their local public library (in Australia) may join as a reciprocal borrower. This type of membership is free, however a current membership card from their home library is required to be held by Shoalhaven Libraries, and staff will verify the status of their public library membership. Reciprocal borrowers must return the Shoalhaven Libraries card and all items on loan to them before their home library membership card is returned to them.
- **Temporary Members** – Visitors and non-residents may join the library by paying a refundable deposit. Temporary members must return the Shoalhaven Libraries card, all items on loan and the original receipt before the refund is processed.
- **Organisations** – Local organisations (e.g. Nursing homes, pre-schools) can join the library, however written approval from the organisation's executive on letterhead is required.

Current identification showing a current address must be shown. Accepted forms of identification are:

- A current NSW Driver's Licence or NSW Photo Card
- A current Health Care Card (Centrelink)
- Shoalhaven Council Rates Notice
- Student Card
- Defence Card
- Lease Agreement/Rent Receipt

Only one library membership per person is allowed.

8. LENDING CONDITIONS

8.1 Loan Period

- The standard loan period is four (4) weeks.
- Two (2) loan extension (renewal) is allowed, except if an item is reserved or overdue by more than two (2) weeks.
- Heavily reserved items will have a reduced loan period of two (2) weeks.
- Requests for loan extensions can be made by phone, email or in person at any branch library. Members can also renew their loans online via the online catalogue.
- Some library collections are not for loan, such as Reference, Local Heritage and newspapers. The materials in these collections are for use within the library only.
- Extended loan periods greater than four (4) weeks can be requested and is allowed at the discretion of each branch manager. New and popular items will not be considered.
- The loan period for special collections or materials may vary from the standard period as determined by the Library Manager.

8.2 Loan Limit

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- Overall borrowing is limited to twenty (20) items per borrower, with a limit of six (6) per type
- Non-fiction collection - maximum of three (3) items per topic (per household).
- Fiction collection – a limit of three (3) books by the same author applies
- DVD and CD collections – a limit of six (6) per adult membership and three (3) per junior membership applies
- Games and Puzzles – a limit of three (3) per membership

- The loan limit for special collections or materials may vary from the standard policy as determined by the Library Manager and Branch Managers.

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8.3 Reservations

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- Library members may reserve lending material at any branch library and can choose to collect the reserved item at any branch library. A fee is applicable.
- Members are advised when a reserved item is ready for collection.
- Uncollected reservations are returned to the collection for others to borrow when the ten (10) day hold period expires.
- Items reserved by other members cannot be renewed.

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8.4 Library Cards

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- Library members must show their library card to borrow material.
- Library members must have their library card to use the public access computers without charge.
- The person using a computer booking must be the same card holder booked in for the session and the member is responsible for having their card or knowing its number.
- The borrower named on the membership card, or their guarantor, is responsible for losses and/or damage to library material borrowed on that card.
- Lost membership cards should be reported immediately.
- A fee is charged for the replacement of any membership card which has been lost, stolen or damaged.

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8.5 Overdue and Lost / Damaged Items

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- All borrowing privileges will be suspended if any items are overdue for longer than 30 days. Once the items are returned undamaged borrowing privileges will be reinstated.
- Library notices will be sent to remind members of overdue loans and request their return. Final Demand notices are also sent for non-returned and lost material stating the replacement cost if the items are not returned after 90 days. If the items are not returned or replacement fees paid within 30 days of the Final Demand notice being sent borrowers will be banned from using library services.
- Charges also apply for the replacement of items lost or damaged by a borrower. The replacement charge consists of the original purchase price or value and an item processing fee. The replacement charge (minus item processing fee) may be refunded if the original receipt is provided, the item is in good condition and it is within three (3) months of the item being lost. Any refunds due will be paid by cheque.
- Damaged items will be retained by the library for auditing purposes. Requests to keep damaged items which have been paid for may be granted by the Library Manager.

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- Borrowing privileges are withdrawn if accounts for fines, or lost or damaged items remain unpaid.

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8.6 Fees, Charges and Fines

- Core library services (as detailed in the Library Act 1939 and amendments) are free to members. Charges are assigned for services defined as value-added.
- The Local Government Act provides for Council to apply fees and charges as resolved by Council annually. All fees and charges are set by resolution of Shoalhaven City Council and are included in Council's Annual Management Plan.
- Borrowers must pay for items which are non-returned, lost or damaged.
- The library does not charge overdue fines.
- For a list of current fees & charges charged by Shoalhaven Libraries please visit www.shoalhavenlibraries.com.au

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8.7 Responsibility for Minors

- Responsibility for losses or damage incurred by members under sixteen years of age is assumed by the parent or guardian. This acceptance of responsibility is indicated by the parent's or guardians signed declaration on the membership application form or by clicking Submit when registering online.
- Parents or guardians are responsible for the supervision of their children's reading matter and, Internet access and behaviour in the Library.

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9. FOOD AND DRINK

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9.1 Drinks

- Non- alcoholic beverages in spill-proof or covered containers are permitted (such as covered coffee cups, soft drink cans and water bottles).

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9.2 Food

- Snacks are permitted (such as commercially wrapped bars and biscuits)

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9.3 Prohibited Area – Local Heritage and Technology Area

- No food or drink is allowed in the Local Heritage Area or Technology Area. No food or drink is to be consumed near Local Heritage material.

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9.4 General Conditions

- We ask you to act responsibly when consuming food and drink in the library and to be considerate of other library users.
- Please dispose of your rubbish in the bins provided and report any spills to library staff.
- Library staff will use their discretion in determining whether food and drink are suitable to be consumed in the library. You will be asked to remove food or drink if it is considered to be unsuitable.

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9.5 Children

- Parents and Guardians are responsible for monitoring the consumption of food and drink by children under their supervision.

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9.6 Library Activities and Functions

- Alcohol will only be served at an activity or function with the prior approval of library management. The library practises responsible service of alcohol.
- Drink containers and foods not prescribed above may be used at library activities or functions with staff supervision.
- Parents, teachers, and supervisors of young children shall be alerted when food or drink is served at children's activities.

10. IMPLEMENTATION

The Finance, Corporate & Community Services Group will administer this policy.

11. REVIEW

To be reviewed within one year of the election of a new Council.

12. APPLICATION OF ESD PRINCIPLES

Social integrity
Social capital
Ensure equity of service

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