Library Membership & Use Guidelines

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Library Membership & Use Guidelines
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1   Introduction

1.1   Background

Bayside Libraries and Museum is a network of public facilities that provide free and accessible spaces, resources and experiences to members of the community.

Bayside Council is responsible for all aspects of Bayside Library operations. Bayside Library Use & Membership Policy, Guidelines and the operational procedures provide the framework for library operations across the Bayside area.

1.2   Purpose

This document comprises the guidelines for use and membership of Bayside Library.

1.3   Definitions

Bayside Library
The public library service provided by Bayside Council comprises 7 branches in the Bayside area. The Bayside Library branches are Arncliffe, Bexley North, Brighton-le-Sands, Eastgardens, Mascot, Rockdale, Sans Souci and the Home Library Service, also referred to as the library.

Bayside Library users
Any person or organisation that uses Bayside Library services and facilities including members of the public, library members, not-for-profit organisations, schools, pre-schools, community organisations, disability services, Council staff and Councillors.

Bayside Library members
Refers to library users who have joined the Bayside Library to receive borrowing privileges and access to additional services. Also referred to as library members or members.

Bayside Library card
This card facilitates the privileges afforded Bayside Library members, the financial transactions required for some library services and to pay fees. It contains a barcode and a unique membership number which operates in conjunction with a password or PIN for library functions. Also known as the library card or card.

Bayside Library catalogue
This is the location where the resources and services provided by Bayside Library can be viewed and, in some cases, requested online. A number of membership tasks can be undertaken on the catalogue, such as registering for membership and reserving items. Also referred to as the catalogue or the OPAC (online public access catalogue). The Bayside Library catalogue website is located at: library.bayside.nsw.gov.au

Collection
All items held at the library including print and non-print materials, and electronic resources. The part of the collection that is available for use by the public is known as the borrowing collection or the general collection.

Eventbrite
A proprietary online event management and ticketing website used by Bayside Library for listing and booking events and programs delivered by Bayside Library. The Bayside Library's Eventbrite portal is located at: www.eventbrite.com.au/o/bayside-library-official-2668312348

Facilities
The resources that are made available in the shared public spaces of Bayside Library include Public PCs, Hublet tablets, printers, scanning to USB, free Wi-Fi, study rooms, study rooms with smart technology, meeting rooms and event spaces.

Guest
A person who has been issued a Bayside Library Guest ticket.

Integrated Library Management System (ILMS)
The computer system used to manage the library's collections, loans, returns, reservations, reports and membership profiles. Bayside Library currently uses the Aurora Information Technology system, referred to as Aurora.

Library staff
Bayside Council employees, contractors and volunteers who undertake library tasks and provide library services at Bayside Library.

LGA
Local government area.

Resources
The resources that are made available to members of the public and library members include items in the general collection, eLibrary, children's literacy, reference collection, Community History material and community information.

Services
The services that are made available to members of the public and library members include reader's advisory, community history research, reference enquiries, interlibrary loans, children's literacy development, limited technical support, events and programs, and Home Library Service.

2   The guidelines

These guidelines describe the manner in which the policy principles are put into practice by staff across the Bayside Library network, and describe the responsibilities of staff and users in delivering and using these resources and services.

These Guidelines are to be used in conjunction with the Bayside Library Membership & Use Policy and the related operational procedures.

3 Bayside Library

Bayside Library is committed to enhancing the life experience of members of the community by providing free access to shared community spaces, resources and services that enable access to information, advance life-long learning, promote cultural enrichment, facilitate social connections and support personal enjoyment. Library membership is offered to the Bayside community for access to additional resources, services and borrowing privileges.

3.1 Facilities

Facilities provided by Bayside Library include shared public spaces; free Wi-Fi; public PCs, printers, tablets and scanning to USB; study rooms and group study rooms, and; meeting rooms and event spaces.

3.2 Resources

Resources provided by Bayside Library include library materials; reference materials; local and community information and services; newspapers and magazines; eLibrary collections; image collection, and; Community History materials.

3.3 Services

Services provided by Bayside Library include borrowing privileges; inter-library loans; reader's advisory; reference assistance; library events and groups; programs and activities for general interest, children, youth and seniors; Community History resources and research; limited technical support when using the library's technology, and; home delivery of library materials.

3.4 Staff

Library staff provide service and advice to library users in a courteous and professional manner and in accordance with the expectations of Bayside Council's Code of Conduct for staff and the professional code for members of the library and Information Services sector.

3.5 Users

Members of the public and library members who access Bayside Library facilities to utilise its resources and services are required to engage in appropriate conduct and the conditions of library use.

4 Bayside Library membership

4.1 General

Membership to Bayside Library is free and available to the Bayside community. Applicants wishing to join Bayside Library are eligible to join once a registration form has been completed, where the membership criteria is satisfied and suitable identification can be presented to Library staff.

Information collected from individuals or organisations for the purpose of Library membership is handled in accordance with the Bayside Council's Privacy Management Plan.

4.2   Bayside Library membership types

The type of membership, and associated privileges, assigned to a membership registration is determined by eligibility.

Memberships with full privileges are required to be renewed every 2 years from the date of issue. Privileges lapse if a membership is not renewed.

Members with an email address are notified by email when membership renewal is due. The expiry period for other membership types are indicated at the time of registration.

Membership types are:

- **Adult:** any person 18 years or older. Provides full library privileges
- **Junior:** any child 14 years or under who has been nominated by a parent or an adult guardian (proof of identification for adult is required). Provides full library privileges with restrictions on borrowing MA and R rated DVDs
- **Young adult:** any person aged 15, 16 or 17 years who has been nominated by a parent or an adult guardian (proof of identification for adult is required). Provides full library privileges with restrictions on borrowing R rated DVDs
- **50+:** Same as Adult membership
- **65+:** Same as Adult membership
- **Homebound:** any Bayside Library Adult member who is registered with the Bayside Home Library Service. Provides home delivery services and related borrowing rights
- **Homebound Organisation:** any assisted accommodation organisation in the Bayside LGA with residents who qualify as Homebound members. Provides home delivery services and related borrowing rights
- **Institution:** any organisation based and operating within the Bayside LGA (one person in the organisation is required to be nominated as responsible for the membership). Provides full privileges
- **Staff:** any person who is employed by Bayside Council. Provides full privileges and some additional professional prerogatives
- **Temporary:** any person 18 years or older who is not a resident of NSW or is travelling from overseas, or any person without a fixed address who can provide a letter from a refuge or accommodation centre verifying their temporary accommodation. Provides privileges to borrow up to 3 items. Valid for 1 month. A temporary membership can be upgraded to an Adult membership upon presentation of suitable identification
- **Instalment borrower:** any member who has been granted a fee payment plan. Provides privileges to borrow up to 10 items at a time and the ability to make 3 reservations. Valid for 6 months
- **Enable for payment:** any membership that is suspended due to fees exceeding the $20-or-over threshold can be temporarily converted to this membership type in order to facilitate a fee payment
- **Guest ticket:** any member of the public. Provides limited privileges. Valid for 1 month.

4.3 Bayside Library membership privileges

The privileges available to a member depend on their membership type and compliance with the library's policies and conditions of use.

Full library privileges include:
- borrow, renew and reserve items from the borrowing collection
- book and utilise library facilities, such as public PCs, Hublet tablets and study rooms
- provide suggestions for the purchase of library items, subject to the Library Collection Policy
- request an inter-library loan of items not held in the Bayside Library collection
- enrol and attend Bayside Library's literacy, school holiday and community programs and events
- access and utilise all resources in the eLibrary collection
- access to Personalised Reading Suggestions service
- access to online Vote For Books facility
- home delivery of library material to eligible members.

4.4 Bayside Library membership responsibilities

Library members are personally responsible for:
- the security and appropriate use of their Bayside Library card
- possession of a valid Bayside Library card when undertaking tasks that require a Library card to be used
- ensuring library membership is renewed as required and contact details are kept current
- the care of all items and facilities borrowed and used that are the property of Bayside Library
- payment of all fees relating to overdue, missing parts, lost, damaged or destroyed library items
- payment of outstanding fees on another library account that has been guaranteed by the library member
- appropriate conduct whilst in Bayside Library and when utilising facilities and resources.
- Not letting anyone else use the card that is in the members name

4.5 Individual membership registration

Individuals register to join Bayside Library online at the **Join** portal on the Bayside Library catalogue. Assistance can also be provided by Library staff to access the portal and complete the application at the Library.

To complete the registration form, applicants agree to terms and conditions and provide personal identification details, contact details, a PIN and a password.

After registration, staff finalise a membership once proof of identification, indicating name and current residential address, is provided.

Members are given a Bayside Library card with a unique membership number and barcode. The Bayside Library card membership number and password or PIN are required to facilitate access to the library's services and facilities.

Applicants who cannot provide proof of address due to concerns about safety or another reason, such as homelessness, can provide a letter from a refuge or accommodation centre verifying temporary accommodation so that a temporary membership can be provided.

4.6   Junior membership registration

A parent or an adult guardian is required to authorise a junior membership by completing the online registration form and providing their own contact details on behalf of the child.

The parent or adult guardian completes the membership by providing their proof of identification to staff. Ideal proof of identification in this situation would be a Medicare card displaying both the names of the parent or adult guardian and the child, in addition to photo identification.

4.7   Institution membership registration

Organisations in the Bayside LGA, such as nursing homes, family day care, preschools and not-for-profit organisations, are eligible to join Bayside Library as an Institution member.

Organisations can register to join Bayside Library by applying directly to staff at the library. The organisation will be registered as the name of the borrower, however, a primary contact at the organisation will need to be nominated to be responsible for all library activity transacted on the library card. Additional information, such as the address of the organisation and an ABN is also required. An institution membership is finalised when formal proof of the organisation is presented and verified by library staff.

In some circumstances the library may issue a Memorandum of Understanding to an institution member stipulating specific and additional terms and conditions that will apply.

4.8   Suitable forms of identification

Any one of the following options can be used as evidence of identity when joining the library:
• one form of photo identification that verifies name, current residential address and date of birth, such as a driver licence or proof of identification card OR;
• two forms of name identification, one of which verifying name and current residential address, such as a utilities bill and a Medicare card OR;
• one form of identification, verifying name and a letter from an authorised refuge or temporary accommodation service verifying a temporary address.

4.9   Homebound membership

Members both individuals or organisations who wish to register for home delivery of library materials can do so by contacting Bayside Library, or the Home Library Service office, requesting an assessment of eligibility. If eligible, membership type becomes Homebound and associated privileges are provided.

4.10   Suspension of membership

A membership may be suspended for a period of time when:
*   a membership has expired
*   loan items are long overdue
*   outstanding fees owed
*   a breach of the Code of Conduct has occurred
*   when all reasonable attempts to contact a member have failed and a **check address** status has been applied on the membership profile.

4.11   Cancellation of membership

A membership may be cancelled when a member:
*   requests a cancellation
*   has two library memberships
*   commits a serious breach of the Code of Conduct
*   has outstanding fees for an extended period of time
*   has not renewed a membership and it has been inactive for a period of time.
*   is excluded from Bayside Library

4.12   Bayside Library card

Members of the public are welcome to visit and utilise the facilities and materials of Bayside Library. There are some activities and services that are available only to Bayside Library members and require a valid Bayside Library card to be presented. On occasion, a current password or PIN is also required.

A Bayside Library card is provided as the final step in the membership process. The Library card contains a unique membership number, barcode and the member's name.
Bayside Library members can use either the plastic or digital form of their Bayside Library card. A digital form of a Bayside Library card can be stored on a digital wallet app, such as Stocard.

If a Bayside Library card is lost or stolen, members must notify the library immediately so that the card can be suspended.

Members are responsible for any items borrowed, damaged, destroyed or lost before the library card is reported missing.

A replacement fee for a Bayside Library card is charged in accordance with the Bayside Council's Library Fee schedule.

4.13 Functions of a Bayside Library card

The Bayside Library card provides evidence of membership to the Bayside Library and is the mechanism for transactions on a member's account.

Some of the Library's services can only be activated by scanning the barcode on the library card. A library member without a library card wishing to undertake these tasks is unable to do so.

A valid Bayside Library card is required to borrow items, confirm a library study room booking, print, photocopy, scan to USB, borrow a Hublet tablet, book events, facilitate payment of fees and charges at the Monitor kiosk, and to load credit to an account at the Monitor kiosk.

5 Borrowing privileges

5.1 Borrowing library items

Members of Bayside Library receive borrowing privileges in accordance with their membership type. Members are responsible for the care and return of items borrowed with their library card.

A parent or an adult guardian registered on a junior membership is responsible for library transactions and fees owing on that account.

To borrow items from the general collection:
- a valid Bayside Library card, either in plastic or digital form, is required
- depending on membership type, up to 30 items from the general collection, can be borrowed for a period of 3 weeks
- depending on membership type, up to 8 eBooks and/or eAudiobooks can be borrowed for a period of 3 weeks
- there is no limit to the number of items nor the borrowing period for eMagazines
- general collection items are borrowed at the self-loan kiosk in the branch
- members can print or email a receipt listing borrowed items and due dates
- it is the responsibility of the library member to remain aware of correct due dates and return items accordingly
- if an item is borrowed in an already damaged condition or with missing parts, the library member should immediately alert staff and have this recorded on the item's record to avoid charges being applied.

5.2 Renewing items

General

Borrowed items without a reservation can be renewed for an additional 3 weeks. Most library items can be renewed a maximum of 2 times. eBooks and eAudiobooks can be renewed once. eMagazines do not require renewal. Members are responsible for remaining aware of due dates and return items accordingly. An item can be renewed in one of several ways.

Automatic renewal

If a member has provided an email address, renewals will occur automatically and an email with the adjusted due date will be sent. If the member has not provided an email address, an automatic renewals is not applied.

Staff-actioned renewal

Members can contact library staff and request an item be renewed.

Online renewal

Members can renew an item online by logging into their account on the Bayside Library catalogue.

Self-serve kiosk

Members can renew an item at the self-loan kiosk in the branch.

5.3   Reserving library items

Bayside Library facilitates the reservation of items for collection at a nominated branch within the network.

Reservations can be made in the following manner:
- a reservation can be placed on items that are at another branch, on loan or on order
- a reservation is made online by members through the Bayside Library catalogue or by staff on the member's record
- a notification is generated when a reserved item becomes available for borrowing, confirming item details and the nominated location for collection. Members who have provided an email address receive this notification by email. Members without an email address receive this notification by phone
- members have approximately one week to collect a reserved item before it defaults back to the collection
- there is a limit to the number of reservations allowed at any one time for each member.

5.4   Returning library items

Library members are responsible for the return of borrowed items in a complete and undamaged condition by the designated due date.

Items can be returned to the Library in the following manner:
- items from the general collection can be returned at any branch of Bayside Library
- for electronic items, the borrowing period expires and availability to that item ceases
- when the library is closed, items can be returned in the overnight returns chute at any branch (the overnight returns chute may be closed during public holidays)

- Library staff process returned items to remove the item's borrowed status at the soonest available opportunity.

5.5   Claimed return items

Claimed return is when a library item is checked out to a library member and the library member claims that they have returned the item. In most circumstances the items are found after searching various locations by the staff and/or the library member. However, the library member in certain circumstances may be liable to pay for the replacement cost of the item, after every effort has been undertaken by both parties to locate it.

The process to action claimed return items are;

- Library member advised the staff that they have returned the item
- Staff member discusses with the library member the circumstances in which the item was returned
- Staff member check the shelves, and any other likely location including other libraries, to try and find the item
- if the item is located, process in the LMS and return the item to the appropriate location
- if overdue fees and/or suspension has accrued due to this error, the fees may be waived and/or suspension lifted
- if the item is not located, the item's status changes to claimed returned on the member's account.
- If the item is not located by either the library staff or the library member within 3months of the claim return status, the matter is referred to the Co-ordinator Customer Experience to assess and determine if the library member is liable to pay for the replacement of the item.

5.6   Overdue library items

It is the responsibility of each library member to manage all library transactions on their membership account, including returning items by the due date.

Overdue items may result in suspension of access to loans and/or fines.

5.7   Damaged, destroyed, missing parts or lost items

Replacement cost plus processing fees will be charged for items that are not returned, are damaged and/or missing parts, are destroyed or lost.

6   Fees and charges

Fees and charges are issued in accordance with Councils annual adopted fees and charges policy.

6.1   Cashless Transactions

The Library is cashless.

- Credit can be added to the library card by debit or credit card and/or cash entered into the Monitor Machines at Rockdale and Eastgardens.

- Credit and be added to the library card on line using debit or credit card.
- Debit and/or credit is accepted at our cashiers for payment of items e.g. USB, Library bags and outstanding charges.

6.2   My Monitor account

Library members and Guest ticket holders may use their My Monitor account for financial transactions. Access to a My Monitor account is gained through the Monitor kiosks at Eastgardens and Rockdale branches or on the **Recharge/Payments** portal on the Bayside Library catalogue.

6.3   Online transactions

Online fee payments or credit transactions can be undertaken on the **Recharge/Payments** portal on the Bayside Library catalogue using a debit or credit card (Visa, MasterCard or masterpass). There is a minimum transaction amount.

6.4   Monitor kiosk transactions

Fee payment and credit transactions can be made at the Monitor kiosk at Rockdale and Eastgardens branches using a debit or credit card (Visa, MasterCard, masterpass).

There is a minimum transaction amount.

A Bayside Library card is required to access a My Monitor account for this purpose.

6.5   Refunds

In the event a library user's credit in a *My Monitor account* is used as a result of a library error or malfunctioning equipment, a refund of credit is provided. In this circumstance, the matter is referred to the library's IT team for rectification.

A refund is not provided in the following circumstances:
- where replacement-of-item fees have been paid for a lost item and the item has been subsequently found
- where errors were made by library users when using facilities and services such as the public PCs, printing or photocopying
- where a library user has transferred an incorrect credit amount to a My Monitor account
- where unused credit exists on a My Monitor account.

6.6   Unused credit on My Monitor

Any unused credit on a My Monitor account will be managed in the following manner:
- credit on a member's My Monitor account will carry over when the membership is renewed
- credit from one member's My Monitor account cannot be transferred to another member's account
- if a library member is provided with a new membership number, any outstanding credit attached to the previous membership number will be transferred to the new one

- any remaining credit on an expired Bayside Library card will also expire.

6.7 Fee payment strategies

In exceptional circumstances, consideration may be given to waiving fees or implementing a fee payment plan to allow reinstatement of full or partial borrowing privileges.

The granting of a fee waive or a payment plan is assessed on a case by case basis based on the application of library policy.

Waiving fees

Consideration may be given to waiving fees where exceptional circumstances exist.

A fee waive is considered in the following manner:
- for fees less than $20, requests for a fee waive can be made to library staff stating the circumstances to be considered. A fee waive granted in this circumstance may be applied immediately
- for fees greater than $20, requests for a fee waive should be made in writing, stating the exceptional circumstances, to the Co-ordinator, Customer Experience, Library
- fees accrued due to Library error are waived.

Staff make a notation against the member's details in the Library Management System regarding the reason for the waiving of the fee. A report is reviewed weekly by the Co-ordinator or Manager and presented to internal audit as requested.

Fee payment plans

In some circumstances, consideration is given to implementing a plan for the incremental payment of fees so that limited borrowing privileges can be reinstated for a member.

Implementation of fee payment plans is made in the following manner:
- library members seeking a payment plan for fees apply in writing to the Co-ordinator, Customer Experience, Library stating circumstances for consideration
- requests to grant partial borrowing privileges as an instalment borrower may also be considered
- full privileges can be reinstated when outstanding fees are paid in full
- in some cases, a matter may be progressed to the Manager, Customer Experience, for deliberation.

The detailed fee payment plan agreed in documented and placed in Council's record system. A notation is also made against the membership in the Library Management System.

7　Technology

Bayside Library offers a range of facilities and services free of charge. Members and guests of the library have access to additional resources, some of which attract a charge.

Facilities and services are distributed across the Bayside Library network. Use of all Bayside Library facilities is conditional on agreeing to terms and conditions of use. Any fees associated with facilities and services are charged in accordance with the Bayside Council's Library Fee schedule.

These facilities and services are available in the Library during open hours and, in some cases, online. Information and bookings for services are available on the Bayside Library catalogue or by contacting Library staff.

The library reserves the right to refuse access to public PCs, Wi-Fi, Hublet tablets and the internet to anyone who does not comply with the guidelines and conditions of use.

Whilst using Bayside Library's technological services, users are:

- required to use the facilities and their own devices respectfully in the library
- not to view online material that is illegal and/or offensive to other library users
- required to comply with the Copyright Act 1968
- required to comply with all library and legislative requirements concerning the use of electronic devices and systems.

7.1　Technological facilities and services

Bayside Library provides a range of facilities and services including free Wi-Fi, public PCs, printers, scanning to USB, Hublet tablets, study rooms, meeting rooms and event spaces, self-loan kiosks and Monitor kiosks.

Technological facilities and services provided by the Bayside Library have security and privacy settings.

Free Wi-Fi

Free Wi-Fi is available at each branch of Bayside Library for use on personal devices. The name of the network service is **RCC Free Wi-Fi**.

Public PCs

Public PCs are available to Library members or guests at each branch of Bayside Library.

Public PCs are available for use in the following manner:

- Bayside Library members can use public PCs for up to 4 hours per day for free. Public PCs are available in 1 hour blocks with the option of one additional hour until a maximum of 4 hours is reached. Unused time allocation will remain available on the member's account until the close of Bayside Library that day

- a Guest ticket user is charged a fee to log into a public PC enabling 1 hour's public PC use. Any unused time allocation is lost after logging out
- a Guest ticket must have at least $3 credit to enable a public PC login
- members and guests can use any available public PC unless, or until, it is reserved by another user or if it is 15 minutes before the branch closes
- bookings to use a public PC can be made on the Bayside Library catalogue through the **Book a PC** portal on the day, or the day before, the booking is required
- access to public PCs will cease 15 minutes before the branch closes.

Occasionally, there may be cause to adjust or withdraw the availability of public PC services. Members are informed of any changes in availability at the time they occur.

Printing, photocopying and scanning to USB

Printing, photocopying and scanning to USB services are available to Library members or guests at each branch of Bayside Library.

These services are available for use in the following manner:
- a valid Bayside Library card or Guest ticket with credit is required to release printing and to access the photocopying function on the printer
- scanning to USB is free and requires a valid Bayside Library or Guest ticket to access the scanning function on the printer
- files for printing can be sent to a library printer from either a public PC or the **Web Print** portal on the Bayside Library catalogue
- printing and photocopying is charged per page, based on page size and whether colour is used, in accordance with Bayside Council's Library Fee schedule.

Hublet tablets

Tablets are available to Library members free of charge at Eastgardens branch for short loan periods.

Hublet tablets are available for use in the following manner:
- a valid Bayside Library membership number and PIN is required to release a Hublet tablet from the station for use
- Hublet tablets can be used for up to 2 hours per day in the library
- children using a Hublet tablet are required to be supervised for appropriate use by a parent or an adult guardian
- any loss or damage to a Hublet tablet is the responsibility of the library member or, in the case of a junior member, the nominated parent or adult guardian. Damage or replacement costs will apply
- to protect the privacy of users, all data is cleared from the Hublet tablet, in accordance with the General Data Protection Regulations (GDPR) after sign out.

Study rooms and group study rooms

Study rooms are available at the Eastgardens and Rockdale branches for members to use.

Study rooms are available for a minimum 1 or more people to use. Group study rooms are available for a minimum 2 or more people to use. The maximum number of people allowed is determined by the size of the room and set by Council.

Most study rooms are equipped with a computer screen and keyboard, whiteboard, whiteboard eraser and whiteboard markers.

Use of the study rooms is governed by the Study Rooms conditions of use.

Study rooms are available for use in the following manner:
- use of a study room is available free of charge to library members
- use of a study room requires a booking to be made online at the **Book a Study Room** portal on the Bayside Library catalogue on the day, or the day before, the room is required
- an individual Bayside Library member or a group comprising at least one Bayside Library member can use a study room for up to 2 hours per day
- members of a group using a study room cannot use an additional library membership to extend the original study room booking beyond 2 hours
- it is compulsory to confirm a study room booking at the service desk and to borrow a study room kit with a Bayside Library card before entering the study room
- unconfirmed bookings automatically cancel 15 minutes after the booking start time and the study room becomes available for other bookings
- study rooms are not soundproof and users are required to keep noise to an acceptable level
- users must vacate the study room once the booking time has expired and return the study room kit to staff
- users are required to leave the room in the clean condition it was found and are responsible for any damage to furniture or equipment. A fee may be charged for any damage or loss of a study room kit
- study rooms cannot be used for any commercial purposes
- staff can enquiry about the activity being undertaken in the study room and cancel any booking if the activity is outside the permitted conditions of use
- vacant study rooms cannot be used without a confirmed booking.

Meeting rooms and rooftop event space

Meeting rooms are available for hire at Eastgardens, Rockdale and San Souci branches. The meeting rooms at Rockdale can also be used as a rooftop event space.
- meeting rooms are available for hire by individuals, groups or businesses operating in the Bayside LGA
- hiring a meeting room requires the completion of a Library Meeting Room Application form available from the Bayside Council website

- use of the meeting rooms is in accordance with conditions of use and the Library's Meeting Room procedure document
- room hire fees are charged in accordance with Bayside Council's Library Fee schedule
- charities and not-for-profit organisations can apply for a concession to the room hire charge.

7.2   Technology support and assistance

Library staff provide assistance in using the library's technology and facilities as well as providing some rudimentary assistance with personal devices to facilitate using library services.

7.3   Digital security

Bayside Library users must use technology appropriately, securely and lawfully without risking harm to any device, equipment and other library visitors.

Users of technology in the Library must:
- take reasonable precautions and actions to mitigate risk of downloading from the internet, an email or an USB information or a document which may contain or activate an electronic virus
- be aware that wireless communications are not secure and appropriate procedures should be undertaken by all users to protect their personal information
- be responsible for the security settings on their own personal or professional devices
- not use library technology to access or download inappropriate electronic materials or content
- not download any applications or programs on library issued devices that have not been authorised by Bayside Council
- not use devices to take photos and/or videos of other library users without their prior permission.

7.4   Copyright

Users should be aware that content held on the internet may be copyrighted and that the library is not responsible nor liable for a user's intentional or unintentional infringement of the Copyright Act 1968.

By joining the library and borrowing items, including audio and video materials, users agree not to copy nor broadcast the contents of these items, in accordance with the copyright legislation.

8   Programs and events

8.1   General

Bayside Library offers a range of programs and events across the network, most of which are free of charge. Information about programs and events is available on the Bayside Council website and Bayside Library's Events portal on the Eventbrite

website. Most programs and events require attendees to register either online on the Bayside Library's Eventbrite portal or by calling the library directly.

8.2   Children and youth programs

A range of programs designed for children and youth are delivered at all branches of Bayside Library, except Brighton-Le-Sands. These programs include children's literacy, after-school and school holiday and youth programs.   Most events require attendees to register either online on the Bayside Library's Eventbrite portal or by calling the library directly.

8.3   Seniors programs

Programs specifically designed for seniors, such as *Tech Savvy for Seniors* and *Stepping On*, are available at some branches of Bayside Library. Attendees are required to register for these events either online on the Bayside Library's Eventbrite portal or by calling the library directly. In some circumstances, individual tech training sessions for seniors can be arranged with the library's IT team.

8.4   General programs

Programs for general interest, such as book clubs and knitting groups are held at some branches of Bayside Library.

8.5   Justice of the Peace and other community services

Community services, such as JP services, are available at various times and branches throughout the network. Members of the public can check times and dates for these services on Bayside Council's website or by calling the library directly.

8.6   Events

To promote literacy, social integration and cultural enjoyment, Bayside offers a range of events including author talks, books launches, community and cultural events. These may be regular or one-off events, most of which require registration on Bayside Library's Events portal to attend.

8.7   Library incursions

From time to time, local organisations or schools are invited to bring children to the library for literacy development events, storytelling or other programs. Ad hoc and regular incursions occur at all branches of Bayside Library, except Brighton-Le-Sands, and arrangements for these are made directly with library staff.

9   Additional services

9.1   Community History research

The Bayside Community History collection is located at the Rockdale and Mascot branches. Research enquiries are made directly to the Community History Team in writing or by phone.

Bayside Library conducts an annual Ron Rathbone Local History competition for research relating to the Bayside local area. Instructions and application forms for the

junior and adult competitions are available online at the Bayside Council's website or in hardcopy at any branch of the Library.

9.2   Home Library Service

This is a free service providing the home delivery of library materials on a monthly basis to eligible and registered members. Library members who are 65 years or older, or unable to attend the library on a temporary or permanent basis for medical reasons, can request to be registered for this service by contacting Bayside Library or the Home Library Service office directly.

10   Conduct in the library

For the enjoyment and safety of all, Bayside Library requires users of the shared library spaces and facilities to behave in a quiet, courteous and respectful manner whilst on the premises. The NSW Library Act empowers library staff to respond to behaviour that negatively impact on others. This includes issuing formal verbal warnings and directing a person to leave. If necessary, matters are referred to the NSW Police. In circumstances where library staff are required to check a user's behaviour, the approach is to issue one warning to that person before action is deemed necessary.

10.1   Code of Conduct

The Code of Conduct for Bayside Library requires that library users must:
- treat staff and others with respect and courtesy at all times
- not behave in a disruptive manner, including not making excessive noise and not using harassment or verbal aggression
- group discussions and mobile phone conversations may be conducted in the study rooms but must be kept at an acceptable level that does not disturb others
- meet acceptable levels of personal hygiene or dress, including the wearing of footwear
- take care of all property belonging to Bayside Library
- comply with instructions from Library staff including leaving at closing time or during emergency procedures
- bring to the attention of staff concerns about any risk or potential risk to others or property
- not leave any personal items, including bags and charging cables, in a place that may cause risk of injury to others
- not leave any personal or valuable items unattended in any part of the library
- ensure children are supervised by a parent or an adult guardian whilst in the library
- comply with all library policies, terms and conditions of use as required.

10.2   Exclusion from the library

A library user or member may be excluded from the library, and will be prevented from accessing resources and services, in circumstances where a breach of the governing policies and guidelines has happened.

In the event a person is considered for exclusion from the Library, the following occurs:

- a person who breaches the library's governing policies and guidelines may be asked to leave the Library premise
- a person to whom such a direction is given must comply with the direction
- the period of exclusion is determined by the Co-ordinator, Customer Experience, Library or the Manager, Customer Experience
- all criminal matters are referred to NSW Police.

10.3 Noise in the library

There will be occasions when noise levels in the library are slightly elevated due to scheduled activities being undertaken at the time.

To minimise any inconvenience caused by this, library users are advised to:

- check the scheduling of library activities on the Bayside Council's Library Services and Regular Programs website to avoid these peak times if desired
- seek advice from Library staff about the quietest times and locations within the Library
- consider using noise-cancelling headphones whilst in the library
- consider using a Study Room, if available.

10.4 Children

Bayside Library is committed to the NSW Office of the Children's Guardian's Child Safe Standards and incorporates these principles into its workplace practices, including the recruitment of staff, contractors and volunteers.

Unattended children aged 10 years and under

It is the responsibility of parents, carers or guardians to provide suitable supervision of children in the library to ensure their safety and well-being in a public place, that age-appropriate material is being used and to guide behaviour. Library staff do not supervise children in the Library.

As the Library is considered a public place, children under the age of 10 years must be accompanied and supervised by a parent or an adult guardian or caregiver. Children of any age with a disability that affects behaviour, decision-making or renders supervision necessary, must be accompanied by a suitable adult at all times whilst in the library.

If it is apparent an unattended child is in the library, staff undertake steps to locate and reunite the child with the parent or, if necessary, contact the authorities as required by the NSW Children and Young Persons (Care and Protection) Act 1998.

In the event staff become aware of an unattended child under the age of 10, the following will occur:

- staff approach the child and ask where their parent is
- if the parent is not within the library, the child is asked for a Library membership card or a phone number for the parent

- the child is asked to accompany library staff to the service desk to contact the parent
- the child is asked to stay within eyesight of library staff until the parent arrives
- if contact is not made with the parent, a call is made placed to the parent every 5 minutes until contact is made
- if contact cannot be made with the parent after reasonable attempts to do so, NSW Police is contacted (and, if the child has a library membership card, a record of this course of action is made on the member's profile)
- if contact with the parent is made, the parent is informed of the following:
- that their child is left unattended and must be joined at, or collected from, the library immediately
- a library is considered a public place and children under the age of 10 years left unattended in a library may be considered a child or young person at risk of harm under the NSW Children and Young Persons (Care and Protection) Act 1998 and may be reported to the NSW Police
- that Library staff do not provide supervision of minors and that we cannot protect the children from potential risks nor provide for their needs.

Unattended child up to the age of 12 years at closing time

Duty of care requires staff to contact a parent or suitable adult where a child up to the age of 12 years is unattended at the time the library closes so that immediate arrangements can be made by the parent for the child to safely leave the library premises accompanied by an appropriate guardian.

If a child is deemed to be in this situation, the following occurs:
- if contact can be made, the parent is advised that the child must be collected immediately or the NSW Police is informed
- if the parent indicates s/he is 5 – 10 minutes away from the Library, ideally two members of library staff (preferably at least one female) will remain with the child until the parent arrives
- in the event library staff are unable to stay with the child before the parent's arrival or cannot contact the parent, NSW Police are contacted
- library staff do not accompany, nor transfer in a vehicle, the child to their home, another location nor the Police Station.

Children using online resources

It is the responsibility of the parent, caregiver or suitable guardian to supervise a child's appropriate use of online resources whilst in the library.

10.5 Disruptive behaviour

Bayside Library is a shared public space that requires users to act in a manner that is conducive creating a harmonious, respectful and supportive environment for all to use and enjoy. If any person acts contrary to that purpose, library staff act to remedy the situation to preserve the safety and comfort of all who use the library.

Once a person has been identified by staff as being unreasonably disruptive in the library, the following occurs:

- that person is approached by staff and asked to settle their behaviour in accordance with the Library's Code of Conduct
- if the behaviour continues, that person is asked to leave the library, accompanied from the premises by library staff
- any person asked to leave must remove themselves and their belongings as quickly and quietly as possible
- if the person refuses to follow the instructions of staff, a warning that security or the NSW Police will be contacted is given
- if the person remains in the library, staff contact security or the NSW Police, remaining nearby as much as safety allows, until assistance arrives.

10.6 Animals in the library

Assistance animals

A person with a disability is entitled to be accompanied by a correctly accredited and/or trained assistance animal when entering Bayside Library. Library staff may request reasonable proof that the animal is a genuine assistance animal. These requirements are in accordance with the guidelines from the NSW Office of Local Government.

General animals

Other than accredited assistance animals, it is prohibited to bring any animals into the library.

10.7 Religious observance

The library recognises and respects the rights of all individuals to religious expression.

Praying

People wishing to pray in the Library are treated with acceptance and respect. The library does not provide any location on the premises specifically for the purposes of prayer, however, staff attempt to accommodate any users wishing to undertake this activity where possible and without moving or inconveniencing others in the library.

10.8 24 hour CCTV surveillance

Twenty four hour CCTV surveillance cameras are used on Bayside Council premises, including some branches of the Bayside Library, for the purposes of safety and crime prevention. Signs are displayed where CCTV cameras have been installed.

Information gathered through CCTV surveillance is made available to NSW Police in accordance with the Privacy and Personal Information Protection Act 1998 (NSW) if requested.

10.9 Lost property

In the event personal property is left in the library, the following occurs:

- all reasonable attempts are made to contact the owner of the item/s
- perishable items are disposed of immediately
- identifying documents, such as passports, drivers licences, photo-ID, Medicare cards and bank cards should be returned to the issuing organisation or government department if not collected by the owner within a short period of time
- any cash of a meaningful amount, or other items of value, are held in the library for a short period of time and handed to the NSW Police or appropriate authority if unclaimed
- other property is held at the branch in a designated lost property area for a period of 1 months
- after 1 month, any unclaimed property is disposed of appropriately or donated to charity.

11 Complaints

11.1 General

On occasion, a user may have cause to make a complaint about the behaviour of another person in the Library. Complaints are investigated and responded to in accordance with Council's Complaint Management Policy and Guidelines.

11.2 Complaints from a library user about another

In the event a library user deems it necessary to complain about the conduct of another, the following occurs:

- complaints about another user's behaviour should be made to Library staff for attention
- staff determine the appropriate course of action in accordance with the appropriate library policy and relevant operational procedure
- staff are not to risk their safety and/or the safety of others in relation to responding to the complaint
- if the circumstances require, staff follow the guidelines for Disruptive Behaviour or escalate the matter to the Co-ordinator, Customer Experience, Library and/or Manager, Customer Experience if the issue cannot be resolved.

11.3 Complaints from a library user about staff and / or service

In the event a library user deems it necessary to complain about the conduct of a staff member, the following occurs:
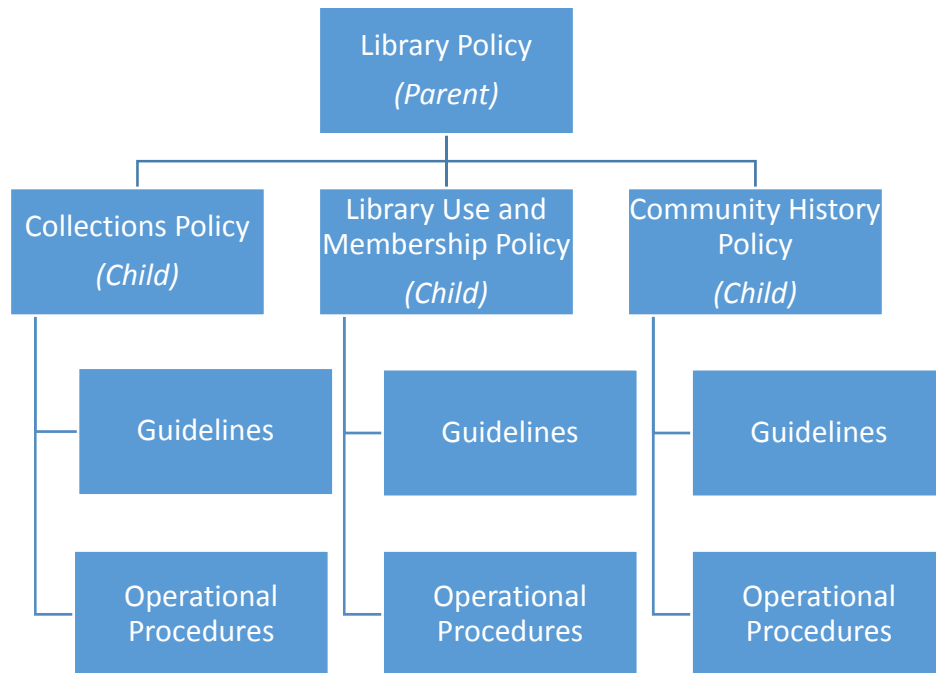
- complaints about library staff and/or the library service are addressed in accordance with Bayside Council's Complaints Management policy
- complaints are made to the Co-ordinator, Customer Experience, Library in writing, in-person or by telephone call

- in some circumstances, the matter may be escalated to the Manager, Customer Experience and Director, City Life for resolution.

12 Bayside Library governance

12.1 Governing documents

The Bayside Library is governed by the following policies, guidelines and procedures:

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                    ┌─────────────────────┐
                    │   Library Policy     │
                    │      (Parent)        │
                    └─────────────────────┘
          ┌──────────────────┼──────────────────┐
  ┌───────────────┐  ┌───────────────┐  ┌──────────────────┐
  │ Collections   │  │ Library Use and│  │ Community History│
  │   Policy      │  │ Membership     │  │     Policy        │
  │   (Child)     │  │ Policy (Child) │  │    (Child)        │
  └───────────────┘  └───────────────┘  └──────────────────┘
      ┌───────────┐      ┌───────────┐      ┌───────────┐
      │ Guidelines│      │ Guidelines│      │ Guidelines│
      └───────────┘      └───────────┘      └───────────┘
      ┌───────────┐      ┌───────────┐      ┌───────────┐
      │Operational│      │Operational│      │Operational│
      │Procedures │      │Procedures │      │Procedures │
      └───────────┘      └───────────┘      └───────────┘
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12.2 Authorities for these guidelines

The General Manager and Executive Committee of Bayside Council have responsibility for approval of this policy and the associated guidelines.

The Manager, Customer Experience is responsible for the currency, comprehensiveness and relevance of this policy and the associated guidelines.

The Co-ordinator, Customer Experience, Library is responsible for implementation of the guidelines in the spirit of the policy by library staff.

The library staff are responsible for the operational application of the guidelines supported by the operational procedures.

12.3 Breach of guidelines

Any breach of these guidelines by any member of the public, library member or library staff is referred to Co-ordinator, Customer Experience, Library for consideration in the first instance. A matter may be progressed to the Manager, Customer Experience and thence to the Director, City Life, as required.

13 Document control

13.1 Review

These guidelines are to be reviewed every 4 years or earlier, if required, as directed by the Manager, Customer Experience.

The Manager Governance & Risk may approve non-significant and/or minor editorial amendments that do not change the substance of these guidelines as required.

13.2 Related documents

Commonwealth and NSW Government
- Copyright Act 1968 (Commonwealth)
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Library Act 1939 (NSW), Library Amendment Act 1992 (NSW) and Library Regulation 2018 (NSW)
- Local Government Act 1993 (NSW)
- NSW Government policy statement and guidelines for the establishment and implementation of closed circuit television (CCTV) in public place 2014
- NSW Office of Local Government
- Office of the Children's Guardian's Child Safe Standards
- Privacy and Personal Information Protection Act 1998 (NSW)

Bayside Council
- Complaints Management Policy
- Group Study Room Procedure
- Library Fee schedule
- Library Policy
- Library Collection Policy and Collection Guidelines
- Meeting Room Procedure
- Privacy Statement
- Privacy Management Plan

Bayside Library Terms & Conditions of Use
- Bayside Library card
- Free Wi-Fi
- Use of public PC
- Study rooms
- Meeting rooms

13.3 Version history

Version	Release Date	Author	Reason for Change
1.0	29/10/2020	Coordinator Customer Experience	Harmonised document