



Library Customer Conditions of Use Policy

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GDS Category	Social, Cultural & Community Services
Responsible Directorate	City Growth Manager Community Development
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Last Reviewed	
Next Review Date	August 2022
Policy Version Number	1
Applicable Legislation	<ul style="list-style-type: none"> Local Government Act 1999
Related Documents	<ul style="list-style-type: none"> Libraries SA – Once Card Policies & Guidelines
Public Consultation Required	No



1. Introduction

The Whyalla Public Library is a community space where everyone is welcome and there is something for everyone. The City of Whyalla provides a Library Service which aims to enrich the community through the access to ideas and knowledge which broadens our imaginations to all sorts of possibilities.

2. Scope and Responsibilities

The Library Customer Conditions of Use outlines the responsibilities for everyone using the Whyalla Public Library and the behaviour required to ensure our Library is welcoming, inclusive, and a safe environment for all members of the community.

The following conditions apply to any member of the public:

- Physically visiting the Whyalla Public Library
- Accessing services remotely online
- Via telephone service
- Outreach service
- Correspondence via telephone, email, print or social media platforms

The Whyalla Public Library is part of the South Australian Public Library Network (SAPLN) One Card and follows applicable state-wide policies and procedures.

3. Behaviour in the Library premises

The Whyalla Public Library Service is for everyones use and enjoyment. Customers shall not engage in any behaviour that interferes with the public's right of access to library facilities, the safety and comfort of other users and staff, or the protection of library resources and facilities. To ensure a safe environment for customers and staff, the following applies:

- Customers should consider the comfort, safety and needs of others, and behave in a manner which will not disturb or offend.
- Adults/parents are responsible for the behaviour of children in their care while in the library, and should consider the comfort, safety and needs of others.
- Customer s shall not view, send, or receive inappropriate materials via the library's electronic resources or within the library via the free Wi-Fi.
- Customer shall not behave in an aggressive, bullying or intimidatory manner towards others.
- Customers are required to treat others in the library with respect and courtesy. This includes any communication, whether by phone, letter, email or in person; and
- Customers must follow the directions given by library staff in relation to use services and facilities.

Failure to observe these conditions may result in the customer being required to leave the premises and/or being banned from future use of the service, subject to the discretion of the library management.

In addition, monetary penalties or statutory orders may be imposed upon customers and other persons who engage in conduct within Library premises which constitutes a breach of council by-laws. Such behaviour includes:

- Unreasonably annoying or interfering with any other person's use of the premises.
- Using property and/or equipment in a manner and for purposes other than for which it was designed; and
- Failure to comply with any reasonable direction or request from an authorised person of the Council.

4. Using the Library

Any resident of South Australia can join the One Card Network by providing acceptable forms of identification which includes:

- 1 x piece of identification that includes a photograph, name, current address, and signature
- If photographic identification cannot be produced – 2 x pieces of identification are required which collectively shows name, current address, and signature (e.g., utility bills, council rates, bank statement, health card)

Non-residents of South Australia with acceptable forms of identification can be issued with a temporary membership which is valid for up to 3 months.

There is no minimum age for joining however those under the age of 18 years will require a signature from their parent, caregiver, or guardian, who will act as guarantor. The guarantor is responsible for any library material that is lost, damaged or stolen whilst on loan to the person under 18. The parent or guardian is also responsible for the choice of materials borrowed, or accessed online, or material used in the library by the person(s) under their guarantor. People under 18 must also have a parent or guardian sign a consent form to have internet access, either on Library PCs or via the library wireless access.

People under the age of 18 who can verify with supporting documentation that they live independently of a parent or guardian may join.

The acceptance of an application to become a member shall be at the discretion of the library.

Customer details are confidential. Details will not be disclosed to third parties except for the sole purpose of conducting Library business or if the library is required to do so legally.

The Library Outreach Service is available to City of Whyalla residents who are unable to visit the library due to circumstances associated with disability, ill health, mobility problems, or caring commitments.

5. Library Card

Upon registration, a membership card will be issued.

By signing the library card, you agree to abide by the Library Customer Conditions of use and any other related One Card policies and guidelines. The card can be utilised at any One Card public library in South Australia.

Customers are encouraged to:

- Bring their membership card with them when visiting the library (or have its stored on the Libraries SA app)
- To inform the library of any changes to their personal details.
- Notify the Library immediately if their card is stolen, lost, or destroyed. The library will issue a replacement card. In the case of lost or destroyed cards, a replacement fee may be charged.

6. Responsibility for items borrowed

Items shall not be removed from the library unless a loan has been recorded.

Whilst all care is taken to maintain the quality of audio-visual items (audio books, CDs, DVDs etc), they are used at the customer's own risk.

Customers are responsible for the safe care of all items until returned. If Library materials are lost, damaged or stolen while in the care of the customer, the customer will be liable to pay for the items at full replacement costs, or to replace it. If the item is owned by the City of Whyalla Public Library, we may negotiate different arrangements dependant on the age and value of the item, and the circumstances of its loss. A debt collection service may be used to recover items if deemed appropriate by the library.

7. Internet and electronic resources

The City of Whyalla provides internet access and other electronic resources such as databases and e-books for customers free of charge, with small fees for printing and other consumables. Internet access is provided via the South Australian Public Library Network (SAPLN) and the City of Whyalla Public Library adheres to a state-wide policy governing the provision of electronic services in public libraries.

Customers may also request access to wireless via the SAPLN for use with personal devices e.g., smart phones, tablets, laptops etc.

Customers agree to abide by the Conditions of Use Electronic Service each time they log onto a Public PC or into the Wi-Fi network using their personal devices. These conditions are available to view at the time of login or by request to a Library Customer Service Officer. Customers who breach these Conditions of Use may be required to leave the premises and/or have their access to the library's electronic services suspended.

8. Copyright Obligations

The Whyalla Public Library is bound by the Copyright Act 1968. It is allowable to make a copy for the purpose of research or study of:

- One or more articles in a periodical publication (provided that all articles are for the same research or study).

- 10% of the total number of pages, or one chapter, of a published work that is not less than 10 pages.
- 10% of the words, or the whole or part of one chapter in an electronic document (unless this would permit a greater proportion of the work to be copied than from an equivalent hard-copy publication); and
- Any drawing, engraving, photograph, or other visual artistic work or any audio-visual work if the copying would be a fair dealing with the work for the purpose of copyright law.

Successive copying from the same work is not permitted if it would exceed any of the above limitations.

Customers must observe library regulations on the use of multimedia materials and ensure that information accessed complies with copyright laws and licensing.

The library may cancel a customer's membership or privileges and/or require the customer to leave any library premises if any of the above obligations (including the requirements to observe library regulations) are breached.

Neither the Library nor Council accepts any liability for any breach of copyright law committed by a customer or other person.

9. Strategic Links

Theme 1 - Our People

Provide a range of services and facilities which promote a safe and engaged community, which is healthy, culturally, and socially rich.

Objective 1.1 Unearth community pride within the city

Objective 1.2 To create a vibrant, diverse, actively engaged community with a sense of belonging

Objective 1.3 To improve the safety, health, and wellbeing of our community

Objective 1.4 To support and encourage initiatives for the community to connect and work together to improve

Theme 2 – Our Places

Protect our natural environment and enhance our built environment to ensure the environment, social, physical, and economic needs of the city are met.

Objective 2.1 To create a city that is attractive and showcases our natural and built assets

Objective 2.4 To ensure that infrastructure is maintained and managed to meet the community's economic, social, and physical needs

Theme 3 – Our Economy

Whyalla has a diverse and sustainable economy

Objective 3.1 Our city will support integrated educations and training options for the community and region

Objective 3.2 To connect the community to improve the lives of all community members

Theme 4 – Our Image

Whyalla is well respected and recognised as a community of strength whose people have a bright, positive, and sustainable future.

Objective 4.1 Instil community pride

Objective 4.2 To create an attractive city for the community, visitors, and potential investors