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## 1. Statement

### Library Service Foundations

Council's library services are founded on the Australian Library and Information Association's **Statement on Public Library Services**:

*"Each member of the Australian community has an equal right to public libraries regardless of age, race, gender, religion, nationality, language, disability, geographic location, social status, economic status and educational attainment.*

*"A public library serves its community through the provision of access to knowledge, information and works of imagination through a range of resources and services. It does this through access to materials in all formats in order to meet the needs of individuals and groups for education, information and personal development through learning, including recreation and leisure."*

Every single person is important and has the right to freely access information to:

- Gain knowledge
- Build understanding
- Experience enjoyment

This essential right builds great societies.

At the core of Ipswich Libraries activities is the individual, who is part of a connected community, which contributes to a city culture that is smart and resilient.

Ipswich City Council, through its Library services and facilities, provides a progressive and innovative public Library service, offering physical and online access to resources that cater to the literacy, literary, leisure and lifelong learning needs of the Ipswich community.

The Library offers welcoming, vibrant spaces that encourage the people of Ipswich to seek out and engage with the Library, and with each other.

## 2. Purpose and Principles

This policy provides the framework for the delivery of Ipswich City Council's library service. The key guiding principles for delivery of Library Services are to:

- Promote the joy and benefits of reading
- Support the development of literacy and learning and activities critical to self-development and employability
- Facilitate lifelong learning

- Provide an environment for the pursuit of knowledge and the satisfaction of curiosity for people of all ages and backgrounds
- Provide access to the latest relevant and emergent technologies as well as the skills to use them
- Nurture community connectedness
- Encourage collaborative partnerships that reach beyond buildings and into the community
- Uphold civic values of access, diversity, equity and a culture of inclusion
- Maintain a strong focus on customer service
- Remain open and responsive to new ideas and be agile in adopting new practices

Ipswich Libraries fully supports and abides by the following legislation and protocols:

### **Censorship**

The library service endeavours to provide an unbiased source of information, knowledge and ideas through a comprehensive and balanced collection – both in print and online – while responding to a broad range of community needs. Decisions made in selecting collection materials comply with State and Federal Laws and relevant Classification Boards.

### **Copyright**

Material copied from the library's collections by library members and visitors must comply with the requirements of the *Australian Copyright Act 1968*, the *Copyright Amendment Act 2006* and special requirements that may apply to culturally sensitive material.

### **Privacy**

Ipswich Libraries preserves the confidential relationship that exists with its customers. The service complies with the *Information Privacy Act 2009* and the Ipswich City Council Privacy Statement in the collection and management of personal information.

### **Cooperation and Reciprocity**

The Library participates in cooperative and reciprocal arrangements between public libraries throughout Queensland and with other libraries nationally.

## **3. Strategic Plan Links**

This policy relates to:

- Caring for the Community

## **4. Regulatory Authority**

- Australian Library and Information Association Statement on Free Access to Information (adopted 2001; amended 2007, 2015, reviewed 2018)
- Australian Library and Information Association Statement on Public Library Services (adopted 2004; amended 2009, 2018)
- *Copyright Act 1968*, *Copyright Amendment Act 2006* and *Copyright Amendment Act 2017*
- *Libraries Act 1988*
- *Local Government Act 2009*

- *Work Health and Safety Act (Queensland) 2011*
- *Information Privacy Act 2009*
- Service Level Agreement between Ipswich City Council and the Library Board of Queensland
- State Library of Queensland Public Library Standards and Guidelines
- Ipswich City Council Corporate Plan 2017-2022
- Ipswich City Council Fees & Charges
- Ipswich City Council Local Law No. 7 (Local Government Controlled Areas and Roads) 2013
- Ipswich Library and Information Service Strategy: Coping with Growth 2008 – 2026

#### **Related Documents**

- Library Material Loan Service Procedure
- Library Services – Membership Procedure
- Library Technology – Public Access Use Procedure
- Supervision of Children in Ipswich Libraries Procedure
- Collection Development Statement
- Ipswich Libraries Response and Recovery Plan Procedure

## **5. Scope**

The Ipswich Libraries Policy applies to all customers (visitors and members) and staff of Ipswich Libraries.

Ipswich Libraries provide the following services:

### **5.1 Community Access to Library Facilities**

Community access to Library facilities is provided at locations across the City, in accordance with opening hours as determined by resolution of Council.

### **5.2 Library Lending**

The Library's collections are available for loan to library members and available in a variety of formats, physical and digital. Access to the physical collections is available at Library branches during library opening hours. Access to the online collections and at the Library's pods is available 24 hours a day, 7 days a week.

Implementation and management of Library fines and loan services are in accordance with the approved Fees and Charges and the Library Lending Services procedure.

### **5.3 Content Development and Fulfilment**

The Library Collections are managed and maintained in accordance with the Library's Collection Development Statement Procedure.

### **5.4 Reference and Research Service**

Ipswich Libraries offers a range of reference and research services. Qualified staff are available to assist with information requests, in-depth research, online searching, teaching research techniques and locating resources.

### 5.5 Local History Information

Ipswich Libraries supports Council's commitment to preserving and maintaining heritage and historic information about the City of Ipswich by:

- Providing information and undertaking research on the history of Ipswich
- Preserving and providing access to a range of Ipswich historical information (in both physical and electronic formats)

### 5.6 Library Technology Program

Ipswich Libraries is committed to providing equitable access to ubiquitous and emerging technologies at each of the library's facilities during library opening hours by offering:

- Access to a range of core digital services, including internet-enabled PCs, Wi-Fi, and e-devices
- Beginner and extension training and programs in digital technologies
- Opportunities to independently explore new and emerging technologies through the Library's Makerspaces

Ipswich Libraries delivers library services via online channels, including options for downloading e-books, access to online databases and streaming.

RFID-enabled self-service loans and returns offer efficient customer service at all branches.

### 5.7 Library Volunteer Program

Ipswich Libraries supports Council's volunteer program and complies with Council's volunteer policy in the management and coordination of library volunteers.

### 5.8 Literacy Programs

In an information-rich culture, it is essential to develop critical literacy skills to ensure that information can be sourced, evaluated and used appropriately. Ipswich Libraries provides opportunities for the acquisition of community literacy skills by offering a range of early literacy, information literacy, cultural literacy and digital literacy resources (including coding and robotics), events and activities.

### 5.9 Literature Programs

Access to ideas through reading is a key to creativity and innovation. Ipswich Libraries offers a range of resources, programs, events and activities, delivered in-house and extended into the community through outreach that contribute to the development and appreciation of literature.

## 6. Roles and Responsibilities

The Library Services Manager is responsible for the strategic and operational management of the Library service.

## 7. Key Stakeholders

Ipswich Libraries

**8. Monitoring and Evaluation**

The effectiveness of this policy will be evaluated based on:

- Library procedures evaluated regularly to ensure compliance with policy
- Library planning based on principles outlined in the policy.

**9. Definitions**

Collection Development Statement - establishes the level of collection material selected in line with community need.

**10. Policy Owner**

The General Manager (Community, Cultural and Economic Development) is the policy owner and the Manager (Libraries and Customer Services) is responsible for authoring and reviewing this policy.