

SOUTH WAIRARAPA DISTRICT COUNCIL

13 DECEMBER 2017

AGENDA ITEM C9

REVIEW LIBRARY POLICIES

Purpose of Report

To inform Councillors of the recent review of the Library Policies L100 to L1300.

Recommendations

Officers recommend that the Council:

1. *Receive the information.*
2. *Approve the amendments to the Library Policies L100 to L1300.*
3. *Agree the next review date should be October 2019.*

1. Executive Summary

The Library Policies L100 to L1300 were due for review over the period February to September 2018. Members of the Wairarapa Library Service Committee (WLS) noted that there were some amendments needed to the policies and seek approval by Council of the amendments.

2. Background

The three South Wairarapa District Council Libraries and Carterton Library operate together as the Wairarapa Library Service (WLS).

The WLS has a number of policies (seventeen in total) which have been reviewed by the WLS joint committee.

These policies are listed on the SWDC policy list for regular review and available for ratepayers to view on the SWDC website.

3. Discussion

The current library policies are as follows:

- Library Policy
- Care of Children in the Libraries Policy
- Cataloguing and Classification Policy
- Charging Policy

- Collection Development Policy
- Complaints Policy
- Copyright Policy
- Customer Code of Conduct Policy
- "Friends" Policy
- Fundraising and Donations Policy
- Housebound Policy
- Interloan Policy
- Internet Policy
- Membership Policy
- Processing Policy
- Privacy Policy
- School Holiday Programme Policy

3.2 Amendments to Library Policy L100

Some amendments are proposed to the titles of the individual policies. These are listed in the Library Policy L100 which is included with tracked changes in Appendix 1.

The following policy name changes are recommended:

- 1 Collection Development Policy is no longer required and will be deleted from the list of policies.
- 2 The Housebound Policy is to be renamed Homelink Policy.
- 3 The Internet Policy is to be renamed Internet Access Policy.
- 4 The School Holiday Programme Policy is to be renamed Library Programme Policy.

3.3 Amendments to other Library Policies

The other library policies have been reviewed and are attached as part of Appendix 1. Most changes are minor, significant changes are shown as tracked changes.

This proposed changes were discussed and agreed at the November 2017 Audit & Risk (A&R) meeting.

4. Conclusion

The Library policies L100 to L1300 has been reviewed by the WLS and A&R and are now submitted to Council for their review and approval.

5. Appendices

Appendix 1 – Amended Library Policies L100 to L1300

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Reviewed By: Paul Crimp, CEO

Appendix 1 – Amended Library Policies L100 to L1300

Library Policy

1. RATIONALE

The Council jointly with the Carterton District Council, provides library services for citizens of both territorial local authorities.

The Service provided is known as the Wairarapa Library Service.

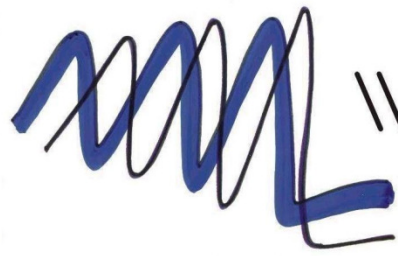
2. PURPOSE

To establish policies for the operation of the joint Service that are adopted by both District Councils, to facilitate the provision of a quality library service, meeting the needs of the citizens of both Districts in a user-friendly, efficient and cost effective manner.

3. GUIDELINES:

Individual Policies, as set out hereunder, have been adopted by the Wairarapa Library Service Joint Committee and the South Wairarapa District Council. Policy detail may be viewed on the internet at <http://www.wls.org.nz/policies.html>. Hard copy of individual policies can be printed off as required.

Care of Children in the Libraries Policy
Cataloguing and Classification Policy
Charging Policy
[Collection Development Policy](#)
Complaints Policy
Copyright Policy
Customer Code of Conduct Policy
“Friends” Policy
Fundraising and Donations Policy
[Homelink](#) ~~usebound~~ Policy
Interloan Policy
Internet [Access](#) Policy
Membership Policy
Processing Policy
Privacy Policy
[Library School Holiday](#) Programme
Policy



Care of children in libraries policy

1. RATIONALE

- 1.1 It is common for children under the age of 14 years to be in the libraries without a parent/guardian or caregiver accompanying them.
- 1.2 Library staff ensure the safety of unaccompanied children as far as they are able, however parents/guardians or caregivers are ultimately responsible for the supervision of their children.

2. PURPOSE

- 2.1 To ensure that children are safe in the libraries.
- 2.2 To encourage appropriate behaviour by children and their parents/caregivers.

3. REQUIREMENTS

- 3.1 Library staff will comply with the following legislation :
 - Children, Young Persons and their Families Act 1989;
 - Children, Young Persons and their Families Amendment Act 1994;
 - Education Act 1989;
 - Vulnerable Children Act 2014.
- 3.2 Library staff are responsible for acting on their own or other customers' concerns about unaccompanied children in the library according to the Children in Libraries Procedure.
- 3.3 Parents or carers are responsible for the supervision and behaviour of children while they are in or on the grounds of the library.
- 3.4 It is acknowledged that it is reasonable to expect older children to visit on their own (over 10 years). However, each situation involving an unattended child of any age needs to be considered on its own merits.
- 3.5 Action regarding an unattended child (those under 14 years) will be taken when their health and safety becomes an issue (including emotional well-being) or there is disruptive behaviour that is caused by or affects either the children in question or other library customers.

Cataloguing and Classification Policy

1. Purpose

- 1.1 The purpose of this policy is to provide cataloguing entries that facilitate the use of library materials by making them more accessible to the users of the library.
- 1.2 The further purpose of the policy is to set agreed standards that enable stock to be catalogued consistently and effectively.

2. Rationale

- 2.1 The policy will allow stock to be catalogued to a level that reflects the needs of current and future library users, and to extend the use of the collections.
- 2.2 This policy will be managed in conjunction with the requirements of Kotui and the Kotui Cataloguing Expert Group or Kotui Advisory Group.
- 2.3 Changes to this policy will occur when agreement between library staff over any change is reached and that change is endorsed by the Library Committee.

3. Basic Principles

- 3.1 All items acquired for inclusion in the Wairarapa Library Service collections will have a record created in the library management system.
- 3.2 Those catalogue records will follow the standards prescribed in this policy.
- 3.3 Each item will be catalogued according to the rules and procedures provided for Kotui libraries.
- 3.4 The basic principle of providing appropriate access will apply to each category of record.

- 3.5 The Wairarapa Library Service uses the Dewey Decimal Classification system as prescribed in ***Patakataka: Dewey Decimal Classification and subject headings for New Zealand primary schools*** Wellington: National Library of New Zealand, 2001.
- 3.6 Local variations will be accepted as agreed by library staff and recorded in the copies of ***Patakataka*** used by the libraries.
- 3.7 Decimal places will not exceed four.
- 3.8 Dewey numbers will be followed by the first three letters of the main entry.
- 3.9 All records for fiction books (adult, young persons and children's), including talking books and large print books, shall contain the first three letters of the Main Entry.



Charging Policy

1. Purpose

The purpose of this policy is to gain consistency in the application of charges levied by the libraries constituting the Wairarapa Library Service. It is to provide guidelines for the staff in handling all those charges.

2. Policy Guidelines

- 2.1 Charges shall be levied according to the Schedule of Charges published annually as part of each Council's Annual Plan or Long Term Plan.
- 2.2 Changes to the Schedule of Charges shall be considered by the Combined Library Committee and referred to the relevant Councils.
- 2.3 Both Councils will publicly consult before setting, changing or deleting charges for any service.
- 2.4 Overdue charges, rentals, reserves and lost books shall be collected on every item incurring such a charge. In special cases the library manager may use their discretion to waive the charges.
- 2.5 All the libraries within the Wairarapa Library Service have an obligation to collect any outstanding charges that appear on a member's record irrespective of which library the charges are due to.
- 2.6 All charges should be collected at the time the charge is incurred. Discretion to defer charges may be applied in exceptional circumstances. Those circumstances are outlined in 2.7. below. Where this occurs charges should be cleared on the members next visit to the library or within a reasonable timeframe.
- 2.7 Charges may be deferred or waived under certain circumstances. Those circumstances are:
 - hospitalisation;
 - death (of the person who has the books);
 - following a donation to the library (as a one-off gesture of goodwill);
 - fire or act of nature which leads to the destruction of books;*
 - where a library error in returning the books occurs.

*In cases where unforeseen circumstances lead to the loss of a book it may be possible for the member to claim on his or her insurance. If this is so then the library should provide all the relevant information regarding the costs.

- 2.8 Users who have difficulty paying charges should be considered, on humanitarian grounds, for housebound status. Housebound status should be considered for the disabled people, elderly, rest home residents and medically unfit.
- 2.9 Any discretionary action is the responsibility of the individual exercising the discretion.
- 2.10 Library members may establish credits by pre-paying for library services. All such credits should be loaded onto their membership record.
- 2.11 Debts over \$50.00 are not to be waived, and should be referred to the relevant Council for further action following all documented attempts to recover such debts.



Complaints Policy

1. Purpose

- 1.1 This policy is to provide the users of the Wairarapa Library Service with a mechanism for having their concerns about services and/or the actions of staff dealt with in a fair way which resolves conflict in the best interests of all concerned.
- 1.2 It is also intended to have a set of procedures available for staff to assist in the resolution process.

2. Rationale

- 2.1 Most complaints or misunderstandings handled by the librarians revolve around day to day operational matters. In the vast majority of cases these can be adequately dealt with by the staff member concerned through the explanation of library and/or Council policy.
- 2.2 In some instances complaints need to be handed on for a more thorough investigation and/or resolution. A very small number of complaints arise from library users contacting Library Committee members or Councillors or senior Council staff. These require more direct action on behalf of the Wairarapa Library Service to resolve.

3. Guidelines

- 3.1 Where possible complaints should be handled directly between the staff member and user concerned, at the time they occur.
- 3.2 Complaints of a day-to-day operational matter that are not resolved as in 3.1. above (lost books, missing property, health and safety issues or

disruption to service) should be referred to the senior librarian available for resolution.

- 3.3 If resolution of a complaint cannot be reached then the complaint should be escalated as follows:
 - 3.3.1 brought to the attention of the other librarians at the regular librarians' meeting;
 - 3.3.2 referred to the Library Committee or any two members for resolution;
 - 3.3.3. referred to the Audit and Risk Committee of the relevant Council.
- 3.4 A complaint about the behaviour of any staff member should be dealt with according to the procedure of the relevant Council.
- 3.5 The complainant should be informed that the complaint has been referred to the appropriate body for resolution. This should be done as soon as it is practical following the initial complaint.
- 3.6 Once the complaint has been investigated the outcome of this investigation should be communicated to the user involved at the earliest opportunity and in an appropriate manner.
- 3.7 Any complaint received in writing should be responded to in writing.
- 3.8 Library staff are not expected to tolerate offensive and/or threatening language or behaviour.
- 3.9 All complaints will be taken seriously and every endeavour will be made to resolve the issues within a reasonable timeframe, given meeting times and reasonable time for investigation.
- 3.10 All complaints will be dealt with confidentially.
- 3.11 Complaints directed in the first instance to a Councillor or Community Board member will be redirected according to the level and nature of the complaint in accordance with the above procedure. In this instance a report shall be made to the Councillor or Community Board member concerned as well as the user.
- 3.12 Suggestions for the improvement of services will be discussed at the library staff meeting and/or the Library Committee meeting. Those making suggestions should indicate if they wish to be informed by the Wairarapa Library Service about the outcome of any such suggestions.



Copyright Policy

1. Purpose

- 1.1 The Copyright Act 1994 has specific requirements and permissions for libraries, and library staff need to ensure they follow the Act.

2. General principles

- 2.1 The Wairarapa Library Service (WLS) libraries strongly support the principles of copyright and the rights of copyright owners, and therefore take all appropriate actions to ensure that copyright is not breached within the libraries, either by staff or by users.
- 2.2 Library staff have a responsibility to investigate and stop any apparent breaches of copyright which they observe taking place on library-supplied photocopiers, scanners, audio, video and DVD players, computers and other equipment.
- 2.3 The Wairarapa Library Service has a compliance programme in place, with regular checks being made that the conditions of the Copyright Act are being observed.
- 2.4 The WLS has a responsibility to educate its staff and its users on copyright issues affecting them, including issues relating to copyright and the Internet.
- 2.5 The WLS treats its staff and its users with respect, observes and preserves their privacy, and considers them to be innocent unless evidence proves otherwise.
- 2.6 The WLS has an obligation to investigate and respond in a timely manner to charges of alleged copyright infringement sent to it by IPAPs (Internet protocol address providers) or copyright owners.
- 2.7 The WLS has the right to challenge and dispute such charges.

- 2.8 The WLS advises IPAPs or copyright owners if its systems do not enable it to identify individuals who have used library computers on dates and times at which breaches of copyright have been alleged.
- 2.9 Restriction of access to the internet or equipment within the libraries is always seen as a last resort.

3. Library staff

- 3.1 All WLS staff receive instruction on copyright issues relating to libraries, based on publications listed on the LIANZA copyright website at <http://www.lianza.org.nz/resources/copyright>, and in particular LIANZA's *The Copyright Act 1994 and Amendments: Guidelines for Librarians*.
- 3.2 Queries regarding copyright which are not able to be answered by front-line staff are referred to a senior library manager who has been designated with a special responsibility for copyright matters.
- 3.3 Library staff who observe an apparent breach of copyright in the library either deal with it themselves in accordance with this policy, or refer it to a senior library manager.

4. Library users

- 4.1 Advice on copyright issues relating to library users is provided as appropriate.
- 4.2 Where possible, the WLS blocks access to internet sites the sole purpose of which is known to be to facilitate the illegal downloading of materials from the internet.

5. Allegations of breaches of copyright

- 5.1 If Wairarapa Library Service library receives notification from an IPAP or copyright owner that there has been an apparent breach of copyright on a library-owned computer, the library concerned investigates and takes appropriate action, as detailed below.
- 5.2 Staff computer

- 5.2.1 If the alleged breach is identified as having taken place on a library staff computer, and if the individual staff member can be identified, the facts of the case are ascertained. If the alleged breach is substantiated, the staff member is given additional instruction on copyright law in general and the current incident in particular, and warned that a repetition may result in disciplinary action being taken under the library's employment contract with that staff member.
- 5.2.2 If the alleged incident is not substantiated, or if the individual staff member cannot be identified, this is reported back to the IPAP or copyright owner.
- 5.2.3 At the same time, all Wairarapa Library Service staff are reminded of their obligation to comply with copyright law.

5.3 Public-access computer

- 5.3.1 If the alleged breach is identified as having taken place on a library-owned public-access computer, the library concerned attempts to identify the name and contact details of the person using the computer on the specified date and time.
- 5.3.2 If the person can be identified, the facts of the case are ascertained. If the alleged breach is substantiated, the person is given information on copyright law as this affects library users, and is warned that a repetition may result in the person being banned from using public-access internet computers in any of the Wairarapa Library Service libraries. If notification is received of a second apparent breach of copyright by the same person, and if that breach is substantiated, the person is given a second warning. If notification is received of a third apparent breach of copyright by the same person, and if that breach is substantiated, the person is told that s/he may not use library-supplied public-access internet computers in any of the Wairarapa Library Service libraries, other than to access the library catalogue or library-subscribed electronic resources, for a period of six months. If the person is a member of the Wairarapa Library Service, this information is noted on the person's library record.
- 5.3.3 If it is not possible for the library to identify the person using the public-access computer on the specified date and time, either because the library does not require users to authenticate, or because records of use are kept for only a very short period or not at all, the library reports back to the IPAP or copyright owner that the alleged breach has been investigated but that the alleged infringement cannot be substantiated or infringer identified.

6. Response to IPAP or copyright owner

Date:

Updated: October 2017

Review: October 2019

- 6.1 The Wairarapa Library Service libraries always respond within 14 days to a detection notice, warning notice or enforcement notice received from an IPAP, giving details of the investigations undertaken and any actions taken. Copies of correspondence are kept for one year.
- 6.2 A copy of this Policy is provided on request as evidence that the Wairarapa Library Service is taking all actions within its power to comply with copyright law, and to attempt to ensure that breaches of copyright by either library staff or library users within the Library are minimised.

(Policy provided by LIANZA <http://www.lianza.org.nz/resources/copyright/resources/sample-library-copyright-policy>)



CUSTOMER CODE OF CONDUCT

Our libraries are here for the use and enjoyment of everyone. Please show consideration for others at all times.

Customer Rights

You have a right to:

- service that is friendly and helpful
- be treated with respect
- a safe and welcoming environment
- have the privacy of your personal information respected.

Customer Responsibilities

When visiting the library customers should:

- respect the rights of fellow customers in the library
- treat other library customers courteously
- treat library staff with courtesy
- treat library buildings, stock and equipment with care.

Parents/Caregivers should ensure children are properly supervised.

- Customers who do not follow this code of conduct, may be asked to leave the library.
- Customers may be trespassed from the library facilities for up to 2 years for serious misconduct or repeated breaches of the code.
- Police may be called, or a referral may be made to the appropriate agency

Please tell staff if there is anything we need to know so we can all make sure your library is a safe and friendly place.



CUSTOMER CODE OF CONDUCT POLICY

1. Rationale

- 1.1 To ensure that each library is a safe and friendly place for staff and customers
- 1.2 To provide the policy underlying the Customer Code of Conduct notices displayed in the libraries.

2. Purpose

- 2.1 To advise library customers of both their rights and their responsibilities.
- 2.2 To outline the actions to be taken in response to any customer's failure to comply.

3. Customer Rights and Responsibilities

- 3.1 Customers are entitled to expect the following from the Wairarapa Library Service and staff:
 - service that is friendly and helpful;
 - to be treated with respect;
 - a safe and welcoming environment, and
 - to have the privacy of your personal information respected.
- 3.2 When visiting the library customers should :
 - respect the rights of fellow customers in the library;
 - treat other library customers courteously;
 - treat library staff with courtesy, and
 - treat library buildings, stock and equipment with care.
- 3.3 Parents/caregivers are expected to ensure that children in their care are properly supervised.

4. Breaches of Code of Conduct

- 4.1 Customers who do not follow this code of conduct, may be asked to leave the library.
- 4.2 Customers may be trespassed from the library facilities for up to 2 years for serious misconduct or repeated breaches of the code.
- 4.3 Police may be called, or a referral may be made to an appropriate agency e.g. Truancy Service.



Friends Policy

1. Purpose

- 1.1 The Wairarapa Library Service is committed to involving the users of the libraries in assisting with library activities. This policy is to provide a framework of understanding between any formal Friends organisation and the library staff and the Library Committee.

2. Definitions

- 2.1 “**Friends organisation**” – for the purposes of this policy, “friends organisation” means any group established with the intention of supporting the library through the provision of volunteers, the raising of grants for the benefit of the libraries or in organising events related to library activities. Any such organisation does not necessarily need to be called “Friends of...”.
- 2.2 “**Library staff**” – any employee of the Carterton District Council or South Wairarapa District Council employed to undertake library functions at any of the Wairarapa Library Service libraries. It also includes any volunteers engaged at any of the libraries under the terms of the WLS Volunteer Agreement.
- 2.3 “**Library Committee**” - the same as that outlined in the Wairarapa Library Service Strategic Plan. The role of the Wairarapa Library Service Committee is to set all policies and services operated by the libraries of the Wairarapa Library Service.

3. Friends Organisation

- 3.1 Any group of individuals from the community served by the Wairarapa Library Service may consider establishing a Friends organisation.
- 3.2 Any such group should form with the intention of becoming a fully legal entity as an incorporated society or Trust.
- 3.3 Friends organisations should seek the assistance of the Library Committee, in the first instance, to establish a working relationship. Communication will be between the Wairarapa Library Service Committee and the Friends organisations rather than between the Friends and library staff.

- 3.4 Library staff employed by the Carterton District Council or the South Wairarapa District Council cannot become financial members nor serve on the executive of any Friends organisation without first obtaining leave from the Library Committee to do so.
- 3.5 Any Wairarapa Library Service library wishing to use any person affiliated to a Friends organisation in any capacity, including as a volunteer, must seek leave from the Library Committee before employing that person.
- 3.6 The Library Committee and the Friends organisation should exchange documents (strategic plans, annual plans and any rules) at the earliest opportunity following the adoption of any such documents.
- 3.7 As a general guide, Friend's organisations should be representative of the wider community served by the Wairarapa Library Service.
- 3.8 A representative of any Friends organisation will be required to attend Wairarapa Library Service Committee meetings on request.
- 3.9 Guidelines will be provided for Friends organisations covering the roles and responsibilities of all parties.



Fundraising and donations Policy

1. Purpose

- 1.1 The Wairarapa Library Service welcomes gifts that assist in the provision of library services to the community in accordance with the Wairarapa Library Service Strategic Plan.
- 1.2 The Wairarapa Library Service reserves the right to refuse gifts that may not be in keeping with the policies of the Service or of benefit to its libraries.

2. Fundraising

- 2.1 Certain fundraising activities are permitted at the libraries in the form of competitions, raffles or prize draws. Prizes shall not exceed \$100.00. Procedures will be developed for fundraising.
- 2.2 All funds raised will be used for the stated purposes and established priorities of any fundraising programme as determined by the Wairarapa Library Service Committee.
- 2.3 All fundraising events are to be organised in accordance with the requirements of the Gaming and Lotteries Act 1977 and/or any subsequent related legislation.

3. Donations and Gifts

- 3.1 All donations and gifts will be evaluated according to the same selection criteria that are laid out in the Collection Development Policy.
- 3.2 Should a donor wish to impose any conditions upon any donation or gift then these conditions need to be outlined in writing and agreed by the Wairarapa Library Service Committee before the donation is handed over. Library staff must indicate this requirement to any donor.
- 3.3 All records relating to established or potential donors will be held confidentially, unless permission is given by the donor in writing.

- 3.4 Any materials or money donated or gifted become the property of the Wairarapa Library Service.
- 3.5 The acceptance of donations does not mean that the Wairarapa Library Service will automatically add the donation or gift to the collection. Such donations or gifts may be assigned to another library within the Wairarapa Library Service and made available through the integrated library catalogue.
- 3.6 Donated and gifted items may be disposed of as the Wairarapa Library Service sees fit.

4. Donations of Money

- 4.1 Applications for financial assistance from grants, sponsors or other sources are to be made in accordance with the conditions required by the body being applied to and with the approval of the Committee.
- 4.2 All donations of money for the purchase of materials are accepted with the approval of the Committee.
- 4.3 All donations of money shall be referred to the relevant council designated by the donor to be used for the Wairarapa Library Service.



INTERLOANS POLICY

1. Purpose

- 1.1 The purpose of this policy is to provide a framework for the Wairarapa Library Service to operate within the national interlibrary loan scheme known as the interloan scheme. This enables the Wairarapa Library Service to borrow books from other libraries and to lend books from the Wairarapa Library Services collections on a cooperative basis.

2. Rationale

- 2.1 The Wairarapa Library Service recognises its responsibilities under the national interloan scheme charter to abide by the guidelines of that charter.
- 2.2 The interloan scheme enables the users of the Wairarapa Library Service to have access to a much wider selection of library resources than it would ever be possible to provide on-site. To do this, subscription to the National Library web based service Te Puna (a national database of library holdings) is critical to the success of providing this service.
- 2.3 Through the interloan charter the nature of this scheme is cooperative. Therefore it is important that the Wairarapa Library Service makes its holdings available through the Te Puna service.
- 2.4 This service is made available to all users of the Wairarapa Library Service equally and on the basis of payment of a small fee to offset postage and Te Puna expenses. This fee is advertised as one of the library charges and will be reviewed as part of the annual planning deliberations of both Councils.
- 2.5 Costs incurred from lending libraries will be passed on to the requesting user. As a matter of principal all users should be made aware of additional costs before an interloan is proceeded with.
- 2.6 To facilitate the use of the automated Interloan Billing System, South Wairarapa Libraries and Carterton District Library will each have separate Te Puna accounts, and manage their interloans separately.



Internet Access Policy

1. Purpose

- 1.1 This policy outlines the rules regarding the access and use of the internet at any of the Wairarapa Library Service libraries by members of the public. It does not supersede any District Council policy related to internet access and use by paid Council employees or contract workers.

2. Rationale

- 2.1 Access to the internet is provided as a service by the Wairarapa Library Service.
- 2.2 The internet is seen as providing library users with access to a wide range of knowledge that would otherwise be expensive and difficult to replicate by traditional library resources. It is also seen as an important method of communication.
- 2.3 The internet is an integrated part of the service that the library provides and can also be utilised by the staff to assist the public in the pursuit of information.
- 2.4 Wireless access to the internet network is unrestricted inside and immediately outside each library building.
- 2.5 Access will be provided through the booking and usage arrangements at each library, with a maximum session time based on the level of customer demand and the need to ensure equitable access.
- 2.6 This policy is to provide some rules and guidance in its use and to prevent the misuse of the internet. The warnings given are not to prevent legitimate use, but to assist people in making decisions about how they use the internet.

3. Rules for Internet Use Access

- 3.1 Internet use will be provided at all Wairarapa Library Service libraries for public use.
- 3.2 Users must vacate their computer when their allotted session time has expired. Staff may extend the session time for any customer at their discretion, and may similarly ask a customer to end an extended session if required by user demand.
- 3.3 Fees set for internet access will be in accordance with Council policy.
- 3.5 Library staff may limit the number of sessions to two per customer, per day or to limit the time period for which a person may use a computer.
- 3.6 Library staff may limit the number of people around any computer to no more than two.
- 3.7 Any behaviour which endangers, disturbs, interferes with, or is inconsiderate of, any other person is not acceptable.
- 3.8 Violation of any of the above restrictions may result in a customer being restricted in their use or banned from using the library internet facilities.
- 3.9 Individual users will be personally responsible for any breach of the Copyright Act 1994 they may make and any costs incurred as a result.

4. Warnings

- 4.1 The Wairarapa Library Service cannot be responsible for the content of information found on the internet.
- 4.2 There are many offensive sites (pornographic, gambling, hate-sites) which are inappropriate for children. It is impossible to monitor or filter all these. Guidance should be provided to children before they access the internet. Parents are responsible for their children's use of the internet.
- 4.3 Any search has the potential to lead to sites that contain elements of the above warnings. Be aware of this before entering any internet site.
- 4.4 The Wairarapa Library Service can accept no responsibility for the loss or breach of privacy of any personal data or information entered or transmitted by an individual using the library public access internet facilities.



Library Programme Policy

1. Purpose

- 1.1 To provide a framework for the libraries to provide a library programme service that encourages children to read and to be comfortable in the library.

2. Rationale

- 2.1 The libraries of the Wairarapa Library Service have over several decades operated library programmes of various types during school holiday periods.
- 2.2 These are well received by parents/guardians, grandparents and children.
- 2.3 The programmes have become important as a way of keeping children in touch with reading habits developed through more formal educational methods used at school. In particular, the “summer slide” in reading and learning is well-documented, and the summer reading programme is acknowledged by research to play a significant role in preventing this.

3. Policy

- 3.1 The Carterton District Council and South Wairarapa District Council understand the importance of maintaining children’s reading during periods they are not at school.
- 3.2 Each library will provide a holiday programme for primary school aged children during each school holiday period.
- 3.3 Programmes that are offered will be developed in line with the resources available to conduct such programmes.
- 3.4 Libraries will seek resourcing from outside sources when necessary to present interesting and stimulating programmes.
- 3.5 The libraries will work together, when appropriate, to ensure holiday programmes run smoothly and are presented in a consistent way across the Wairarapa Library Service.
- 3.6 Each individual library will be responsible for the development of programmes and creating records of the programme (photographic, statistical, written feedback).

- 3.7 The Wairarapa Library Service will make use of developed programmes such as those provided by EC Read wherever possible.

4. **Guidelines**

- 4.1 Children may attend a library programme without a parent or caregiver in the room, but the parent/caregiver is expected to remain in the library building and immediately join or collect the child at the end of the programme.
- 4.2 All programme attendees will abide by the policies and procedures of the Wairarapa Library Service.
- 4.3 Parents/caregivers are responsible for advising the library if they do not want their child photographed while participating in the programme.



MEMBERSHIP POLICY

1. Purpose

The purpose of this policy is to outline the provisions for joining the Wairarapa Library Service, and the terms and conditions of membership.

2. General Membership

- 2.1 Any person may become a member of the Wairarapa Library Service by providing current identification and agreeing to meet the conditions of membership. Residency in the Carterton and South Wairarapa districts is not a condition of membership.
- 2.2 All new members will fill in and submit the online registration form either off-site or in the library. If the registration is done off-site, the applicant must complete the application by producing identification when they pick up their library card.
- 2.3 A library card will be issued as soon as registration is completed. The card must be shown at the time of checkout of any library items.
- 2.4 By agreeing to become a member of the Wairarapa Library Service, the individual agrees to the following conditions:
 - to return all borrowed items by the due date;
 - to notify the Library of any change of address;
 - to pay any charges owing for rentals, overdue items, services, damages or losses;
 - to accept responsibility for all items borrowed using their card and/or those borrowed on a child's card.
- 2.5 Children (1-12) or young adults (13-15) may join providing their parents or guardian are willing to act as guarantor and submit the online registration on their behalf. Date of birth must be supplied.

- 2.6 Members must use the card issued to them or, with the person's permission, the card of a spouse or parent. Parents cannot borrow adult books on a child's or young adult's card.

3. Other Membership Categories

- 3.1 Children under 5 years of age may borrow on their parent/guardian's card.
- 3.2 Homelink status is available to anyone who is resident in a rest home, permanently or temporarily disabled or ill and unable to come to the library, in hospital or unable to get to the library due to age. Bulk loans to rest homes also fall into homelink status. The loans period will be three weeks, and no overdue charges or rentals will apply.
- 3.3 Staff status will apply to all those who are paid to work at any Wairarapa Library Service library. Any of these people will revert to Adult Borrower status if they cease to work for the Library Service. The loans period will be three weeks, and no overdue charges or rentals will apply.
- 3.4 Temporary members may join using the online registration process. An additional contact must be provided and some form of identification produced. Other address information may be required.

4. Obligations of membership

- 4.1 All members are expected to adhere to the Customer Code of Conduct Policy, the Internet Access Policy and any other rules, procedures, directions or guidelines that may be adopted by the Wairarapa Library Service to ensure all members are treated equally and with respect.
- 4.2 All members are entitled to make a complaint or suggestion using the processes as outlined in the Complaints Policy.
- 4.3 Exemption from overdue charges shall be for those borrowers with the status of Staff or Homelink.
- 4.4 Any book or other library material which is lost or damaged shall be the responsibility of the person on whose card the book or other material was issued. The replacement cost of the book shall be charged to them.

- 4.5 Any library item can be reserved by any borrower. A reserve fee of 50 cents will apply
- 4.6 Any library item may be renewed either in person by e-mail or by telephone. If the item is a rental item, then a new rental will be charged for the renewal. Any outstanding charges, either rental and/or overdue items will still apply.
- 4.7 A renewal can only be denied if another borrower has requested the book.
- 4.8 After two renewals the Library staff may request the book be returned or sighted before further renewals are accepted.
- 4.9 All overdue and rental fees are to be paid at the time they are incurred or on the first visit to the library following the debt being notified.
- 4.10 Three overdue notices will be sent to any borrower with overdue books. The final notice shall have the replacement cost of the book. A Council invoice will be then sent to recover any losses.

Privacy Policy

1. Purpose

- 1.1 This policy is the Wairarapa Library Service's statement on the treatment of personally identifiable information held by any of the libraries. It is to assist in the protection of individuals who wish to use any of the libraries as required by the Privacy Act 1993.

2. Introduction

- 2.1 The Wairarapa Library Service acknowledges that it holds some personal information about individuals. This information is collected and stored as part of the contract between the Wairarapa Library Service and the individual concerned. This information is necessary to maintain an efficient library service. Individuals have the right to view their own personal information held by the Library Service and to correct it if it is incorrect.
- 2.2 The Wairarapa Library Service and its staff will not disclose any information regarding a member held by the library service as part of its user database to any other individual or organisation, except as provided for under Principle 11 of the Privacy Act 1993.

3. Guidelines

- 3.1 No information about a member, including telephone numbers or address details should be passed to any third party without the member having given written permission.
- 3.2 No information about members is to be stored by the Wairarapa Library Service other than that required to operate the Membership Policy and to maintain an accurate record of library activity related to any member.
- 3.3 Information regarding a particular member's reading patterns shall not be given to any other person or organisation.
- 3.4 Requests from a user for any information held by the Wairarapa Library Service about them will be supplied within the timeframe specified by the Privacy Act 1993.
- 3.5 Any request by a library user to modify any information held by the library shall be actioned by the Wairarapa Library Service within the timeframe specified by the Privacy Act 1993.

- 3.6 Information made public by library users (such as notes left in books, identifying marks left on books) will not be covered by this policy.
- 3.7 Publicly available information purchased as part of the library collections will not be covered by this policy.
- 3.8 Parents and/or guardians of children under 16 are able to request information regarding their child's library records. If, in the opinion of the library manager, the disclosure of that information would be contrary to the child's interests, the Wairarapa Library Service may withhold that information. In this situation, the parent or guardian may apply to the Privacy Commissioner for a decision on whether or not the information should be released to them.