

Libraries Service Delivery Policy

1. Purpose

- 1.1. This policy is designed to ensure that Council provides effective and responsive Library Services through Albury LibraryMuseum and Lavington Library.

2. Scope

- 2.1. This policy promotes free, accessible, quality library services that meet customers life-long learning, community information and leisure needs.
- 2.2. This policy ensures compliance with legislative requirements under the *NSW Library Act 1939*.
- 2.3. This policy applies to Libraries and Museum Team members.

3. References

3.1 Related Council Policy and Plans

- AlburyCity Feedback and Complaints Management Policy, (July 2021)
- AlburyCity Privacy Management Policy, (June 2016)
- AlburyCity Public Access to Internet Policy, (August 2020)
- AlburyCity Library Collections Policy (draft), (2022)
- Albury Libraries and Museum Business Plan 2018 - 2023
- Towards Albury 2050, AlburyCity, 2022
- AlburyCity fees and charges schedule.

3.2 Related legislation

- New South Wales Library Act (1939).
- NSW Library Regulation (2018).
- NSW State Records Act (1998).
- NSW Privacy and Personal Information Protection Act (1998).
- NSW Anti-Discrimination Act (1977).

- 3.3 Relevant policy statements of the International Federation of Library Associations and Institutions (IFLA) and the Australian Library and Information Association (ALIA), including:
- ALIA Core Values Statement (2018)

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- Copyright and Intellectual Property Policy Statement (ALIA) (2018)
- Free Access to Information Statement (ALIA) (2018)
- Public Library Manifesto (IFLA/UNESCO) (2022)
- Statement on Information Literacy for All Australians (ALIA) (Amended 2006)
- Statement on Libraries and Intellectual Freedom (IFLA) (1999)
- Statement on Online Content Regulation (ALIA) (Amended 2002)
- Statement on Public Library Services (ALIA) (Amended 2018)

4. Content

- 4.1. Library services are provided through:
- Albury LibraryMuseum
 - Lavington Library
- 4.2. Library services are provided to the wider city and region through outreach programs and home library services.
- 4.3. Library services include:
- provision of library collections and information, physical and digital, for loan for Library members,
 - provision of library collections and information, physical and digital, for use in the Library,
 - public access internet and printing facilities,
 - research, study and meeting facilities,
 - provision of programs to support and promote reading, lifelong learning and leisure activities.
- 4.4. The AlburyCity Libraries and Museum Services team aim to provide a responsive library service for members of our community by:
- following the themes and strategic actions as outlined in *Towards Albury 2050* and the *AlburyCity Libraries and Museum Business Plan*,
 - encouraging intellectual freedom and the free flow of information and ideas,
 - exercising responsibilities within the context of duty of care for the clients of the services offered,
 - supporting lifelong learning and freedom to read,
 - protecting clients' rights to privacy and confidentiality,
 - assisting customers to understand the most effective ways to gain access to the information, programs or materials.

5. Documentation

- 5.1. AlburyCity Customer Service Charter, (September 2012)
- 5.2. Albury Museum & Social History Collection Policy, Draft, 2022
- 5.3. Albury Libraries Collection Policy, Draft, 2022
- 5.4. Albury Libraries Membership and Loans Procedure, Draft, 2022

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6. Authorisation

Owner	Directorate	Community & Place – Libraries & Museum Team
	Responsible Officer	Team Leader Libraries and Museum
Authorisation	Insert 'Approved Executive' or 'Adopted Council' Include date approved/adopted	
Review Date	Four years from last issue date	
Register	Public Policy and Procedure Register.	
Record of Amendments	Insert date	Provide brief description of the change.
	Insert date	Provide brief description of the change.

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