

KATHERINE PUBLIC LIBRARY POLICY



TITLE: KATHERINE PUBLIC LIBRARY POLICY

ADOPTED BY: COUNCIL

RESPONSIBILITY: CHIEF EXECUTIVE OFFICER

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1	1	01/10/2007	
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3			
4			

PART 1 – LIBRARY VISION/GOALS

1. OBJECTIVE

To provide the community with a library service that is equitable, cost effective and efficient.

2. ISSUE STATEMENT

Katherine Town Council with support from Northern Territory Government is responsible for the provision and delivery of public library services. The library services should be accessible to all members of the community, with both levels of government working towards achieving minimum standards of service and resources.

3. AIM

The Katherine Public Library aims to provide socially and culturally appropriate services, which are responsive to community aspirations through the encouragement, support and enhancement of community initiatives.

The Katherine Public Library is dedicated to providing equitable and confidential access to all forms of information. The Katherine Public Library is to play an active and positive role within the community, fostering an unbiased repository for the recorded expression of interest and ideas. This service is committed to freedom of information regardless of point of view.

The Katherine Public Library will protect the individual's right to decide for themselves and their children what library materials they use or access. Censorship is a matter for the individual and that every individual has the right to reject items for themselves.

4. CUSTOMER SERVICE

The primary purpose of the Katherine Town Council's Library Service is to provide all residents of Katherine and surrounds with:

- Equitable access to information;
- The opportunity to pursue individual lifelong learning;
- The ability to enjoy recreational interests;
- Safe community spaces; and
- So that they are able to achieve a desired quality of life and take an informed role in the community.

The Katherine Public Library is committed to the provision of high quality services provided by polite and helpful staff. In aiming to achieve this, we have set the following standards:

At all times –

- We will deal with you in a polite and helpful manner;
- We will constantly look for ways in which our service can be improved;
- We will listen to you and take your views into account;
- We will provide you with as much information as possible;
- We will treat you fairly and take account of your particular needs;
- We will respect your right to confidentiality.

When you telephone-

We will answer the telephone promptly, courteously and your enquiry will be dealt with directly without unnecessary transfers. If we cannot deal with your enquiry, we will give you the name of the person it will be referred to.

When you write or e-mail-

We will reply within ten working days. Our response will be either in full, or as an acknowledgement outlining the name of the person handling the matter. All correspondence will be as prompt as possible, courteous and written in plain English.

If you have a complaint-

- We want to know about it as we view complaint resolution as an important part of our continuous improvement process.
- We will investigate it and try to put things right.
- We will acknowledge your complaint (whether formal or informal) in writing.
- We will resolve your complaint to the best of our ability within ten working days and will contact you again to check that you are satisfied.
- If you are not satisfied, you will have the right to have your complaint investigated further and the right of appeal.

PART 2 – LIBRARY ACCESS

1. HOURS OF OPERATION

Refer to Katherine Town Council By-Law 113.

a)

MONDAY	CLOSED
TUESDAY	8.30am till 5.00pm
WEDNESDAY	10.00am till 5.00pm
THURSDAY	10.00am till 5.00pm
FRIDAY	10.00am till 5.00pm
SATURDAY	10.00am till 1.00pm
SUNDAY	CLOSED

2. FREEDOM TO READ

The Katherine Town Council concurs with the policy of the Australian Library and Information Association as stated below:

Freedom can be protected in a democratic society only if its citizens have access to information and ideas through books and other sources of information and affirm the following principles as basic and distinctive of the obligations and responsibilities of the Library Manager:

- A primary purpose of a library service is to provide information through books and other media on all matters which are appropriate to the library concerned.
- The Library Manager and/or Delegated Officer must protect the essential confidential relationship which exists between a library user and the library.
- The functions of the Library Manager and /or Delegated Officer include:
 - a) To promote the use of materials in the Library's care;
 - b) To ensure that the resources of the library are adequate to its purpose;
 - c) To obtain additional information from outside sources to meet the needs of patrons;
 - d) To cater for interest in all relevant facets of knowledge, literature and contemporary issues, including those of controversial nature; and
 - e) To neither promote or suppress particular ideas and beliefs.
- The Library Manager and/or Delegated Officer, while recognizing that powers of censorship exist and are legally vested in state and federal governments, should resist attempts by individuals or organised groups within the community to determine what library materials are to be, or are not to be, available to the users of the library.
- The Library Manager and/or Delegated Officer should not exercise censorship in the selection of materials by rejecting on moral, political, racial or religious grounds alone, materials which is otherwise relevant to the purpose of the library and meets the standards, such as historical importance, intellectual integrity, and effectiveness of expression or accuracy of information which are required by the library concerned. Material should not be rejected on the grounds that its content is controversial or likely to offend some sections of the library's community.
- The Library Manager and/or Delegated Officer should uphold the right of all Australian's to have access to library services and materials and should not discriminate against users on the grounds of age, sex, race, religion, national origin, disability, economic condition, individual lifestyle or political or social views.

3. SHELVING

The Katherine Public Library endeavours to provide shelving that meets Federal, State and Territory regulations regarding public access to shelving.

4. FURNITURE

The Katherine Public Library endeavours to provide furniture that meets Federal, State and Territory regulations regarding public access to furniture. The Katherine Public Library will attempt to provide adequate and suitable furniture for all possible needs of the public.

5. SIGNAGE

The Katherine Public Library will provide all adequate and eligible signage to assist the public in all areas of interest within the library.

6. DISPLAYS AND NOTICE BOARDS

The Katherine Public Library will provide adequate display and notice boards that will assist patrons in respect to bills, placards, posters, flyers or notices except for the following circumstances:

- a) Offer anything for sale in the library without having first obtained permission from the Council;
- b) Put up a bill, placard, poster, flyer or notice in the library without having first obtained permission from the Library Manager and/or Delegated Officer.

PART 3 – CODE OF CONDUCT

1. STAFF CODE OF CONDUCT

The role of the Katherine Public Library is in helping to foster the social, cultural and economic well-being of the Katherine community. The staff of the Katherine Public Library are responsible for collecting, organizing and providing access to information for patrons. The interaction between the library and patrons should be guided by the highest standards of service quality and characterized by the highest level of integrity. Katherine Public Library staff should therefore observe the following code of conduct:

- Encouraging intellectual freedom and the free flow of information and ideas;
- Exercise their responsibilities with the context of duty of care for the patrons of the library and other information services they offer;
- Recognize and respect the intellectual property of others;
- Protect their patron's rights to privacy and confidentiality;
- Distinguishing in their actions and statements between their personal viewpoints and those of the Katherine Public Library;
- Maintain and enhance their professional knowledge and expertise, encourage the professional development of their colleagues and foster the aspirations of other potential library professionals;
- Assist patrons to understand the most effective ways to gain access to the information they need;
- Avoid situations in which personal interests might be, or be seen to be, in conflict with the interests of patrons of the library, colleagues or other employees;
- Ensure adherence to Katherine Town Council's Code of Conduct for Employees;
- Staff should be dressed in neat and tidy attire that should also be culturally appropriate; and
- Treat patrons and colleagues with respect.

2. PATRON CODE OF CONDUCT

Refer to Katherine Town Council By-Law 121.

PART 4 - MEMBERSHIP

Refer to Katherine Town Council By-Law 112, 114, 115.

The Katherine Public Library collects personal information when you sign up for membership. The information collected by the Katherine Public Library includes postal and residential address; home and business contact numbers; name and password; and email address. The Katherine Public Library's use of this information is guided by Katherine Town Council By-Laws and the Northern Territory Library's privacy guidelines. The Katherine Public Library has the right to disclose your information when required by law or legal action.

1. ADULT BORROWER

Membership for a permanent Katherine or Northern Territory resident is free on production of photographic identification and written proof of Katherine or Northern Territory residential address. Acceptable documents consist of the following:

- Northern Territory driver's license and
- Written verification from employer; or
- Lease, utilities account, etc.

2. CHILD BORROWER

Membership for a person under the age of eighteen years, as a child borrower is free under the following conditions:

- An application for registration under the Katherine Town Council By-Laws by a person under the age of eighteen years:
 - a) shall be signed by the parent or guardian of the person on the production of a current Library Card or photographic identification of the parent or guardian; and
 - b) where an application under the Katherine Town Council By-Laws (Clause 3) is signed by a parent or guardian, the parent or guardian guarantees that the parent or guardian will be responsible for paying any fees and charges incurred by the applicant, and to pay for a library item lost or damaged whilst on loan to the applicant before the applicant attains the age of eighteen years.

3. COUNTRY BORROWER

Membership for a permanent Northern Territory resident is free on production of photographic identification and written proof of rural address. Acceptable documents consist of the following:

- Northern Territory driver's license noting address; and
- Written verification from employer; or
- Lease, utilities account, etc.

4. TEMPORARY BORROWER

Nonresident membership is available for individuals who do not reside, on a long term permanent basis, within the Northern Territory.

A Temporary Borrower membership of the library is available on payment of a bond (refer to Council's Fees & Charges Structure). Membership is then provided on production of photographic identification. The bond is completely refundable upon return of the borrower's card and all items are confirmed as returned - providing no loans or fines are outstanding.

Staff are responsible for completing a receipt in order to acknowledge payment of bond.

A maximum of two items are to be borrowed at any given time.

5. AMENDMENTS TO BORROWER INFORMATION

Refer to Katherine Town Council By-Law 116 (7).

6. LIBRARY CARDS

Refer to Katherine Town Council By-Law 116 (5).

PART 5 – ACCESS TO LIBRARY ITEMS

1. COLLECTION TYPES

The primary role of the Katherine Public Library is to serve the community by providing a range of materials to meet their information, educational, cultural and recreational needs. The collection is targeted at the local community by addressing the needs of both current and potential users.

Access to other collections or materials are provided through a cooperative network with Northern Territory Library, other public libraries, local schools and other online electronic resources.

The selection of materials for the collection are based upon the following criteria:

- Demonstrated or perceived interest or demand;
- Contemporary significance;
- Usability;
- Significance;
- Relation to existing items within the collection;
- Format; and/or
- Value as a resource.

The acquisition of materials for the library come in a variety of formats which includes books, compact discs, DVDs, electronic databases, microfilm, newspapers, magazines, periodicals and spoken word.

Indigenous Collection

An Indigenous Collection Development policy has been developed in consultation with other key stakeholders within the Northern Territory including the Northern Territory Library which houses the largest collection of Indigenous material in the Northern Territory. This policy takes into consideration several key documents:

- Aboriginal and Torres Strait Islander protocols for libraries, archives and information services;
- The Australia Local Government;
- The Australian Library and Information Association; and
- The National Indigenous Library policy.

The collection aims to provide information on the achievements of Australian Indigenous throughout history and to provide an understanding of the historic and contemporary forces that have shaped the lives of Indigenous people today. The Katherine Public Library does not aim to collect material of a highly specialized nature which may be sought by students undertaking Indigenous Studies at tertiary level.

The aim of any purchases is not to duplicate or compete with the Indigenous Collection held and developed by the Northern Territory Library. The Katherine Public Library will develop the collection and utilize the literature and policy guidelines already established by Northern Territory Library to ensure the collection remains current and appropriate.

The Katherine Public Library, as a provider of information relating to Indigenous people, has a responsibility to:

- Be aware of the moral rights of Indigenous people to control cultural and intellectual property beyond the legal rights under copyright legislation;
- Protect Aboriginal and Torres Strait Islander cultural and intellectual property; and
- Take effective measures to control access to materials, which are of a sensitive nature.

Awareness of sensitive issues relating to Indigenous people is necessary in selecting material for this collection. Items that are deemed inappropriate for public viewing are kept in a secure place. Inappropriate materials include sacred materials which are defined as items of cultural knowledge. Whilst upholding the freedom of information principle within the library, Katherine Public Library also accepts that sensitive material can be inadvertently made available to individuals not entitled to access.

Adult Fiction Collection

A wide range of popular and genre fiction, and classic novels are held within the library.

Adult fiction is acquired by prepublication notices and reviews, standing orders and weekly orders through the Northern Territory Library- Library Resource Allocation process using approved suppliers.

Paperbacks supplement the fiction collection in the very popular, high turnover material.

Reader requests are welcomed and will be purchased if they meet the general guidelines of this collection development policy.

Autobiography and Biography Collection

A wide range of popular autobiography and biography non-fiction and fiction materials are held within the library.

Junior and Youth Fiction Collections

Emphasis is on the selection of a range of quality material, which creatively uses language and images to stimulate and satisfy children of all ages and abilities, contributing to their personal and educational development.

Junior fiction is divided into three levels:

Junior Picture Book

Junior Beginners

Junior Fiction

Youth fiction focuses upon patron's who are aged between thirteen and eighteen years. The collection includes a range to suit the different levels of maturity within this age group.

Katherine Collection

The Katherine Collection is a collection of material, both published and archival. Published materials includes both fiction and non-fiction. The scope of the collection is defined as all items of pertinence to the Katherine region in terms of physical space and structure, persons, activities and events.

Large Print Collection

The Large Print Collection comprises mainly adult fiction titles with a small selection of non-fiction and biography titles.

Non Fiction Collection

Current non-fiction titles and topics, business and study topics, recent biographies, travel guides, "Do-It-Yourself", sports coverage and other non-fiction works are purchased as required. This excludes textbooks unless they are the best authority available on a given topic.

Material published in Australia or with an emphasis on Australian content is preferred.

Junior non-fiction contains material suitable for all age groups from pre-school through to youth. The major aim of this collection is to assist the educational and recreational development of children and young people.

Periodicals

The periodical collection aims to provide a broad coverage of subjects, enhance the non-fiction collection and cater for the needs of Katherine Public Library patrons.

Titles are usually retained retrospectively for six months. Popular periodicals are kept for longer periods but this is dependent on the availability of space.

Newspapers

The newspaper collection aims to provide a broad coverage of subjects, enhance the collection and cater for the needs of Katherine Public Library patrons.

DVDs

The intention of the DVD collection is to meet a demand not catered for by commercial outlets. The main objectives are to assist people in self-education and to increase awareness, knowledge and understanding of culture.

Collection development of significant classic movies is considered appropriate and in particular Australian classics even if held in commercial outlets.

In the selection of DVDs for children, high quality productions with special emphasis on Australian content are given priority.

Northern Territory Collection

Some Northern Territory Public Libraries have a Northern Territory Collection which houses non-fiction material relevant to the Northern Territory. These collections house any pertinent material, including biographical works. Items are determined to be pertinent when more than half the content deals directly with the Northern Territory.

The aim of the Northern Territory Collection is to provide resources on the cultural, historical, recreational and physical nature of the Northern Territory. A higher degree of duplication of material is generally needed in this collection than in a general non-fiction collection due to local demand. Highly specialized works, technical or esoteric works are not purchased, as it does not aim to duplicate the archival nature of the Northern Territory Library Northern Australia Collection.

Spoken Word Collection

The Spoken Word Collection comprises mainly adult fiction titles with a small selection of non-fiction and biography titles. The Katherine Public Library Spoken Word Collection is divided into adult, junior and youth spoken word.

2. LOANS

Refer to Katherine Town Council By-Law 117 (2) 117 (3).

3. RENEWALS

Refer to Katherine Town Council By-Law 117 (6).

4. RESERVATIONS

Refer to Katherine Town Council By-Law 117 (7, 9).

5. RETURNS

Refer to Katherine Town Council By-Law 117 (4).

6. OVERDUES

Refer to Katherine Town Council By-Law 118.

7. DAMAGE TO AND REPLACEMENT OF LIBRARY ITEMS

Refer to Katherine Town Council By-Law 119.

8. COMPUTERS

The Katherine Public Library currently has a number of computers available for patron use. The computers are connected to the internet as well as a networked printer. The computers are used to access on-line databases that are license to Northern Territory Library. They are also available for other general purposes such as Microsoft Word, Excel, etc.

The computers are available to patrons and the general public on a first come, first served basis. General access to the internet is available for a set rate (refer to Council's Fees & Charges Structure).

Generally, time spent on the public computers is not regulated or limited. However, the Library Manager or Delegated Officer have delegation to reserve the right to limit time or terminate usage.

The Library Manager or Delegated Officer has the right to terminate computer usage by any person, if that person:

- Behaves in a manner likely to inconvenience or infringe on the rights of other library users;
- Involves or advocates illegal activities;
- Violates human rights;
- Displays offensive and pornographic images;
- Portrays any person in a demeaning manner; and/or
- Violates any law.

Patrons must also agree to follow generally accepted 'principles of netiquette' to respect the interests and rights of other patrons. Violating any of the above is sufficient grounds for removal from the public computers.

PART 6 – REFERENCE QUERIES

1. INDIVIDUAL ASSISTANCE

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

The Katherine Public Library provides a service to 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 any format in order to meet the needs of individuals and groups for education, information and personal development including recreation and leisure.

All Staff are available to assist with patron reference queries on a one-on-one basis during normal business hours.

2. ADVISORY SERVICE

The Katherine Public Library will attempt, when asked, to provide formal training in using the resources available in all formats and to provide an advisory service to the public. Katherine Public Library staff are available at any time during normal business hours to provide this service.

3. LIAISON WITH SCHOOLS

The Katherine Public Library has historically offered a very successful recreational reading program for children. The Katherine Public Library has attempted to perfect the art of storytelling, demonstrate their many abilities to integrate craft activities into the library experience and have devised captivating and imaginative school holiday programs for children under 13 years old.

The Katherine Public Library will provide assistance and tours to any interested school parties. Katherine Public Library staff are available at any time during normal business hours provided that a tour booking has been made.

The Katherine Public Library has a duty to ensure the 'educational' aspect of the child's library experience. Children should be instructed on how to 'do it themselves' rather than have the answer found for them.

The Katherine Public Library acknowledges that children have special recreational reading needs. This is evidenced by the designated children's area that is an integral part of the library and which is well-stocked with picture books and easy reading material. Children's fiction is located in a separate area from adult fiction and the transition from early reading to more advanced works is carefully guided. The library's collection of children's non-fiction materials, often selected by the 'children's specialist' to suit the younger reader, is also demonstrative of the recognition that children require specific materials to meet their information needs.

PART 7 – INTER LIBRARY LOANS

Participants agree to provide reciprocal access to their collections by other signatories under normal conditions as stated in *Libraries and Information Centers in the Northern Territory*, latest edition.

1. OBJECTIVE

To facilitate access by the local community to resources held in other Australian library and information services collections.

2. DEFINITIONS

An inter-library loan is a transaction in which, upon request, one library lends an item from its collection, or provides a copy of the item, to another library not under the same administration.

Inter-lending refers to items lent by one library (i.e. libraries and information centres or agencies) to another, which must be returned within the specified loan period.

3. STANDARDS

To achieve an efficient interlibrary loans service, the Katherine Public Library will:

- Obtain, through approved procedures, requested items for loan or as reproductions using the inter-library loan system.
- Supply requested material to other public libraries free of charge.
- Provide, whenever possible, requested items free (local), refer to fees and charges (interstate) and research is free charge to the patron.
- Comply with the provisions, guidelines and procedures of the Australian Inter lending Code.
- Strive to ensure that interlibrary loan requests are made available to the patron within a period consistent with the library's service objectives.
- Use electronic facilities, where appropriate, to expedite inter-library loan transactions.
- Consider for purchase frequently requested items and recent publications relevant to the library's collections.
- Develop procedures so that requests can be identified within the system, and information on progress can be readily available to the requester, including locations for items which are not available through inter-library loan.
- Maintain appropriate procedures and records relating to copyright law, commercial licensing agreements and other regulations.
- Accept responsibility for the safety of borrowed material, and to pay for loss or damage of the loan item.

At the discretion of the Inter-library Loans Officer (ILLO), provide materials from the Katherine Public Library that the ILLO deems suitable and available for inter-library loan.

PART 8 – PUBLIC AWARENESS

1. IN HOUSE DISPLAYS

The Katherine Public Library endeavors to promote the collections, library services and events through regular displays that highlight specific collections or promotes library services and events. This is achieved through regular displays that promote collections or specific works.

Promotional material, including posters and flyers donated to the library by community groups and organizations also provides an opportunity to promote the various subject areas of the collection.

2. EXTERNAL DISPLAYS

- Displays and exhibitions can be provided by Katherine Public Library staff from the library's resources or from material supplied by external agencies, or from community groups.
- Katherine Public Library external displays will not promote organizations that are not 'not for profit' organizations.
- Material is displayed at the discretion of the Library Manager to ensure that it meets the Katherine Public Library display guidelines.

PART 9 – CHILDREN’S/YOUTH AND SENIOR ACTIVITIES

1. HOLIDAY PROGRAM

The Katherine Public Library offers a number of services for children, aimed at encouraging children in improving literacy skills and in promoting reading and libraries to young people.

On an annual basis, the Katherine Public Library takes part in the celebrations for Children's Book Week, in cooperation with the Children's Book Council of Australia. The Library also celebrates the Young Territory Authors Award for books produced by the young writers of the Northern Territory.

The Katherine Public Library regularly provides a holiday program for school aged children. The holiday program is advertised as extensively as possible within the library environment.

2. STORY TIME

The Library conducts story time sessions each week for under preschool aged children and their parents. The aim of story time is to develop early year's literacy skills and to develop a joy of reading for both the child and their parents or caregivers. Story time is enhanced with regular displays on general themes to encourage junior aged children to use the library.

3. WRIGGLE & RHYME

The Library conducts Wiggle and Rhyme twice a week for parents with children aged between newborn and two (2) years. The aim of Wiggle and Rhyme is to provide an opportunity for parents/careers of babies 0-24 months to participate in an early literacy program specifically tailored to suit them at their local library. These sessions encourage early literacy development by listening, talking and singing to babies. Wiggle & Rhyme also uses and refers to "Belonging, Being & Becoming, The Early Years Learning Framework for Australia" to guide the planning of activities.

4. FRILLIES CLUB

Any primary school student either living in, or going to a school within the Katherine area can join. If they use the library they can also join. As a Frillies Member they will receive a special Newsletter from time to time, which will tell them when special events will be happening, and other exciting news about books and the library.

5. YOUTH ACTIVITIES

The library will continue to develop and address social disadvantage issues for local youth by being committed to serving the information and recreation needs of the communities youth. The Library strives to provide a welcoming environment, and provides targeted resources and programs to meet the needs of the youth. Youth are future adult users of public libraries and we acknowledge the importance of providing them with a positive library experience.

6. SENIOR ACTIVITIES

The library will continue to encourage seniors with a single access point for information relevant to them in a range of formats. Technology presents significant opportunities for greater participation and involvement of seniors in community life. However, there are barriers to implementation, including resistance from some seniors who are averse to technological change, unable to access technology due to cost concerns, or lacking in skills to use technology. The library will readily provide accessible information in a range of formats to seniors, so that they become aware of and can prepare to meet the challenges of “life transitions”. The library will also continue to develop, fund and provide a peer education program of information to seniors.

7. LIAISON WITH SCHOOLS

Regularly throughout the year, the Katherine Public Library staff assist in a variety of community functions. In addition to this, the Katherine Public Library offers services to school classes and other organized groups as requested. These services include school tours, school based activities, etc.

8. UNATTENDED CHILDREN

Refer to Katherine Town Council By-Law 120.

Katherine Public Library staff are to manage situations relating to unattended children by being aware of the following principles:

- A child is considered someone under the age of thirteen years;
- Children’s safety and well-being are paramount;
- The responsibility for the safety and behavior of children within the library rests with parents or guardians;
- Unsupervised children can be at risk in any public place; and
- Library staff cannot take responsibility for the supervision of an unattended child.

PART 10 – SPECIAL NEEDS

1. ACCESS

The Katherine Public Library has suitable access for people in wheelchairs with all shelving and computers being accessible.

The Katherine Public Library has key access to a disabled toilet on the ground floor of the building.

2. EQUIPMENT

The Katherine Public Library also has available, on request, reading assisted tools for patrons.

PART 11 – COLLECTION DEVELOPMENT

The aim of the Katherine Public Library collection development is to:

- Formalize the basis of collection building;
- Inform staff, management, patrons and other Northern Territory Libraries of the Katherine Public Library collection scope;
- Provide guidelines for staff involved in collection building; and
- To enable collaboration and cooperation in the development of collections within the Northern Territory.

1. ACQUISITION

The Katherine Public Library aims to develop a collection that documents both current and past developments. The library collection also aims to support research required by patrons. The collecting depth which the library maintains, on any given subject, will take into consideration the interests and expertise of other collections within the Northern Territory and beyond.

The acquisition of materials for the library come in a variety of formats which includes books, compact discs, DVDs, electronic databases, microfilm, newspapers, magazines, periodicals and spoken word.

2. DISPUTES

In the event of a dispute between a patron, staff member or management the collection will always focus upon the following criteria:

1. Demonstrated or perceived interest or demand;
2. Contemporary significance;
3. Usability;
4. Significance;
5. Relation to existing items within the collection;
6. Format; and/or
7. Value as a resource.

3. PROCESSING

The Katherine Public Library, in all instances, will use the contract material suppliers to provide all item processing. In the case of a local purchase library staff are responsible for all material processing.

4. FORMATS

Refer to Katherine Town Council By-Law 112.

A library item format can include but not be limited to: a book, magazine, newspaper, pamphlet, music score, compact disc audio, compact disc computer, picture, print, photograph, map, chart, plan, film, slide, microfilm, manuscript, poster or other article forming part of the library collection whether or not the property of the Council or the Northern Territory Government.

The acquisition of materials for the library come in a variety of formats which includes books, DVDs, electronic databases, microfilm, newspapers, magazines, periodicals and spoken word.

5. STORAGE

The Katherine Public Library endeavors to maximize the preservation of its collection through:

- The management of the library environment;
- The management of storage and handling of materials within the library; and
- The conservation of the physical objects held within the library.

6. EVALUATION

The Katherine Public Library collection is regularly reviewed for relevance and currency, via a range of mechanisms which include the Library Manager and Delegated Officer evaluation, material availability survey and a staff review of the selection and purchase of materials. Resources are withdrawn from the collection based on approved evaluation criteria, such as the CREW method which uses the MUSTIE criteria for collection development.

The Katherine Public Library's resources are reassessed annually by Katherine Town Council for insurance replacement cost purposes. In order to calculate replacement costs of the collection, an average price per item is included when the item is added to the OCLC system.

7. DONATIONS

The Katherine Public Library accepts donations of materials that are in good condition and if deemed valuable to the collection. The Katherine Public Library reserves the right to make final disposition of all donations received. Donations may be added to the collection or rejected at the discretion of the Library Manager or Delegated Officer. Donations not added to the collection are not returned to the donor. Unused donations may be placed for sale or discarded.

8. WEEDING

The Katherine Public Library will keep its collection current and usable by weeding regularly. Systematic weeding of the collection is essential in order to keep the collection responsive to patron's needs; to maintain a satisfactory physical standard and to make room for new material. Weeding can also help identify gaps in the collection and hence where collection building can be identified in the future. The process should be a continual one as well as at set intervals. It is recommended that a comprehensive weeding of the collection be carried out at least once a year.

The Katherine Public Library has adopted the following criteria using the MUSTIE principles for weeding the collection:

- M** – Misleading: factually inaccurate;
- U** – Ugly: worn beyond mending or rebinding;
- S** – Superseded: by a new edition/publication/format;
- T** – Trivial: of no discernible literary or scientific merit;
- I** – Irrelevant: to the needs and interests of the library's community; and
- E** – Elsewhere: the material is easily obtainable from another Northern Territory Library.

Weeded material is to be deleted from the OCLC database.

9. LOST AND DAMAGED ITEMS

Refer to Katherine Town Council By-Law 119.

10. DISPOSAL

Disposal of weeded materials will occur either by disposing on-site within an annual book sale or donated to a non-profit organization or discarded to the local waste management site.

PART 12 - VOLUNTEERS

Please refer to Council's Volunteer Policy and Procedures for further information.

PART 13 – INFORMATION PRIVACY

The Katherine Public Library believes that the responsible handling of personal information is a key aspect of local government and is strongly committed to protecting an individual's right to privacy. Accordingly, the Katherine Public Library is committed to full compliance with its obligations under the Northern Territory *Information Act*.

1. PERSONAL INFORMATION

Personal information applies to personal information held by the Katherine Public Library and Northern Territory Library. Personal information means information from which an individual's identity is apparent, or can be reasonably ascertained. It includes any information that can be linked to an individual. This can include a number of things such as photographs or telephone numbers.

2. SENSITIVE INFORMATION

The Katherine Public Library may hold sensitive information pertaining to an individual. Sensitive information means personal information about an individual's racial or ethnic origin, political opinions or membership of a profession, etc.

3. COLLECTION OF PERSONAL INFORMATION

The Katherine Public Library will only collect personal information that is necessary for its functions and activities. When personal information is collected all reasonable steps will be taken to ensure that the individual is aware of what information we want, for what purpose, whether any law requires us to collect it, and the consequences, if any, of not providing the information.

4. USE AND DISCLOSURE OF PERSONAL INFORMATION

The Katherine Public Library will only use personal information within the OCLC database. Some of the personal information may be used for policy development and social planning, but not in a way that reduces privacy.

The Katherine Public Library collects information about an individual in order to provide a comprehensive public library service, including lending and in-house services and to advise you all facilities, service programs, collections, special events etc.

5.1. SECURITY

The Northern Territory Library manages of the OCLC system will endeavor to maintain a secure system for storing personal information. Northern Territory Library has procedures in place to protect personal information from misuse and loss and from unauthorized modification or disclosure. If you require further information, please see the Library Manager.

PART 14 – COMPLAINTS

If you are unhappy with the Katherine Public Library's handling of your personal information, you can contact Katherine Town Council's Privacy Officer's on 8972 5500.

PART 15 – KATHERINE TOWN COUNCIL CONTACT

Any questions about this Policy should be directed to Chief Executive Officer 8972 5500.

VARIATIONS

Katherine Town Council reserves the right to vary, replace or terminate this Policy from time to time.

ASSOCIATED DOCUMENTS

- Katherine Town Council Code of Conduct (Employees)
- Katherine Town Council Customer Service Charter
- Northern Territory Library Strategic Plan
- Information Act

POLICY VERSION AND REVISION INFORMATION

Policy Authorised by: Robert Jennings

Title: Chief Executive Officer

Policy Maintained by: Colleen Kerr

Title: Library Manager

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