



Home Library Service Policy

DOCUMENT AUTHORISATION

RESPONSIBLE OFFICER:		MANAGER OF LIBRARY AND LEARNING CENTRE			
REVIEWED BY:		MANEX			
REVIEW DUE DATE:		March 2025			
VERSION NUMBER:		6			
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VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	APPROVED / ADOPTED BY:
6	24/03/2022	18.03/22	<p>Amendments were made:</p> <ol style="list-style-type: none"> 1. To the contact numbers on the sample forms associated with the Home Library Service (HLS) Guidelines 2022-2025, p.7. 2. Public Libraries NSW (PLNSW) – Metropolitan, Home Library Services Working Group – Policy Guidelines for NSW Home Library Services has replaced the NSW Home Library Service Statewide Working Group – Strategic Plan 2012 – 2015, as it has been updated by PLNSW. 3. To add a definition for the HLS to be consistent with the new template. 4. To add the NSW Government – NSW Legislation – Library Regulation 2018. 5. To add the Library Act 1939, Section 10. 	Manager of Library and Learning Centre	Council

Note: Document Control continued at Appendix A



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General Manager

26/3/22
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Date

ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngoorabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

PURPOSE

The purpose of this policy is:

- To ensure that safety strategies and standards comply with Work, Health and Safety (WHS) Act 2011, for clients and delivery staff;
- To ensure that the Policy conforms to Section 10, *Library Act 1939*;
- To ensure that the Policy conforms to the NSW Government – NSW Legislation – Library Regulation 2018;
- To ensure the Policy and Guidelines conform to the Library (Amendments) Act 1992;
- To ensure the Council's HLS Guidelines conform to the Public Libraries NSW – Metropolitan, Home Library Services Working Group – Policy Guidelines for NSW Home Library Services;
- To ensure staff and volunteers are aware of reporting of incidents and injury requirements to comply with the Glen Innes Severn Council's Workplace Injury and Incident Reporting Guidelines;
- To ensure the Policy and Guidelines conform to the Privacy and Personal Information Protection Act 1998; and
- To ensure the Policy and Guidelines conform to Council's Volunteer Policy and Manual.

APPLICABILITY

This policy applies to all Council staff and Council volunteers who are involved in the coordination and delivery of **Home Library Services (HLS)** to eligible enrolled HLS members.

OUTCOMES

The HLS provides an alternative service for those unable to access their local library due special circumstances. All members of the community are entitled to equal access to library information, resources, and a quality standard of service. This should be provided to the customer free of charge as per the *Library Act 1939*.

The HLS contributes to the mental health and wellbeing of housebound people and nursing home residents in the community while enhancing and preserving their intellectual life through the stimulation of library materials and providing opportunities for engagement and social inclusion with the wider community.

ROLES AND RESPONSIBILITIES

Glen Innes Severn Council and Library Services staff have the obligation to provide equal access and quality standard of services to people who are frail, aged and have a disability. These people may be a resident of the nursing home or are living semi or fully independent in their homes.

Council volunteers are used to assist Council Library staff to deliver HLS to nursing homes and residents in Glen Innes and Library staff deliver to HLS members in the villages of Deepwater and Emmaville on their designated days at the villages.

DEFINITIONS

Home Library Services are a key aspect of free library services outlined in the Library Act 1939, Section 10 which specifies that:

The below service shall apply to and for local authorities which have adopted this Act.

Requirements as to services to be provided by local libraries:

(1) A local authority must comply with and observe the following requirements in relation to any local library that is provided, controlled, or managed by the local authority (either directly or under an agreement or other arrangement to which it is a party):

(a) Residents and ratepayers entitled to free membership.

Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the library free of charge.

(b) Free access to certain materials on library premises.

Any person (whether or not, a member of the library) is entitled free of charge to access any library material of the library and any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.

(c) Free loans of certain library material to members.

Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative, or educational value or as being fiction.

(d) Free delivery to sick or disabled members.

No charge is to be made for the delivery to a member of the library of any library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the library in person.

(e) Free basic reference services to members.

Any person who is a member of the library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the Council as a basic reference service), including assistance in locating information and sources of information.

POLICY STATEMENT

Glen Innes Severn Council has the legal responsibility under the *Work, Health and Safety (WHS) Act 2011* to provide a safe work environment and safe systems of work for all employees, volunteers, contractors, and visitors to its workplace.

The *Library Act 1939* states 'that no charge is made for the delivery to a member of the library of any book or information that the member is entitled to borrow free of charge if the member for reasons of ill-health or disability cannot reasonably be expected to attend the library in person' (*Section 10, Library Act 1939*).

Library staff will be conducting an initial interview with the HLS members where personal details will be collected and recorded. This information will be secured in a safe and confidential manner as required under the *Privacy and Person Information Protection Act 1998*.

Council staff and volunteers have been consulted in the development of the Home Library Service Policy to obtain their feedback on the services and external research has been conducted to ensure this Policy conforms to the *WHS Act 2011; Library (Amendment) Act 1992; Public Libraries NSW – Metropolitan, Home Library Service Working Group – Policy Guidelines for NSW Home Library Services; Council's Workplace Injury Incident Reporting Guidelines, and Council's Volunteer Policy and Manual.*

LEGISLATION AND SUPPORTING DOCUMENTS

Relevant Legislation, Regulations and Industry Standards include:

- *Work, Health and Safety (WHS) Act 2011;*
 - *Library Act 1939;*
 - *NSW Government – NSW Legislation – Library Regulation 2018;*
 - *Library (Amendment) Act 1992;*
 - *Public Libraries NSW – Metropolitan, Home Library Services Working Group – Policy Guidelines for NSW Home Library Services; and*
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- *Privacy and Personal Information Protection Act 1998.*

Relevant Council Policies and Procedures include:

- Glen Innes Severn Council's Workplace Injury and Incident Reporting Guidelines;
and
 - Glen Innes Severn Council's Volunteer Policy and Manual.
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Appendix A

Document Control Continued

PREVIOUS VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	REVIEW / SIGN OFF:
5	24/04/2019	13.04/19	The Policy was reviewed to ensure that relevant Policies and Acts were up to date and no changes were needed.	Manager of Library and Learning Centre	Council
4	25/02/2016	23.02/16	Amendments made to the Policy were: P.4, Point 3.1 The Interview – annual risk assessments are conducted for members. P.6, Point 4.5 Requirements under <i>The National Standards For Volunteer Involvements</i> and background checks.	Manager of Library and Learning Centre	Council
3	27/02/2014	17.02/14	The Policy was reviewed, and amendments made to ensure it conforms to the <i>NSW Home Library Service State-wide Working Group -Strategic Plan 2012-2015</i> , the <i>Privacy and Personal Information Protection Act 1998</i> and the <i>Work, Health and Safety Act 2011</i> legislation introduced in New South Wales on 1 January 2012.	Manager of Library and Learning Centre	Council
2	16/12/2010	12.12/10	Amendments were made ensure the policy conforms to the current and updated <i>NSW Home Library Service Guidelines 2008</i> . Additions were made to the Policy to conforms to the <i>Privacy and Personal Information Protection Act 1998</i> .	Manager of Library and Learning Centre	Council
1	23/08/2007	17.08/07	A Quality Service Review of Home Library Services included a survey of our current clients, research into Home Delivery Services offered at other NSW Public Libraries, Occupational, Health and Safety (OHS) requirements under the OHS Act 2000 and safety issues for staff and clients resulted in:		

			<ul style="list-style-type: none">• the adoption of safety strategies and standards, to comply with the <i>Occupational Health and Safety Act 2000</i>, for clients and delivery staff;• procedure guideline changes to conform to the NSW Home Library Service Guidelines which were prepared by the Metropolitan Public Library Association; and• changes to the policy and procedures to conform to the <i>Library Amendment Act 1992</i>.		
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