



**Title:** Library Services - Fax Service

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**Category:** Operating – Service Delivery –Library Services

**Key words:** Fax, libraries

**File number:** L-33-62

**Policy owner:** Director of Corporate Services (Library Services)

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**Authorisation:** Adopted March 2008 by the Director of Corporate Services

**Review date:** March 2011

**Modification history:** This is a new policy

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**Related legislation:** NSW Library Act 1939

**Related policies:**

**Related procedures:** Reference Manual

**Related forms:**

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## 1. Purpose

The purpose of this policy is to outline the conditions of use of the fax service at any branch of Canterbury City Library.

## 2. Objectives

The objectives of this policy are to:

- Encourage appropriate use of the fax machine by staff and library patrons
- Ensure that the destination of each fax complies with the council approved destinations.

## 3. Scope

This policy applies to all staff and members of the public involved in using the fax machine.

## 4. Definitions

**“City of Canterbury Library” or “the library”**

Refers to all branches of the library service (Campsie, Earlwood, Lakemba, Riverwood & the Home Library Service).

## 5. Principles

### 5.1 Fees and Charges

All fees and charges stated associated with sending a fax or faxes are incorporated in Council’s Schedule of Adopted Fees and Charges and are subject to alteration resulting from annual review.

### 5.2 Receipts

Receipts are to be issued to customers after each fax is sent. A confirmation sheet proving the fax was successful in meeting its destination should also be given to the customer.

### 5.3 Restrictions

#### 5.3.1 International Faxes

The library does not send international faxes for the public. Only local and interstate faxes may be sent.

#### 5.3.2 Receiving Faxes

The library does not receive incoming faxes under any circumstances.

#### **5.4 Disclaimer**

It is the customer's responsibility to provide the correct fax number for the library to fax to. The library takes no responsibility if the fax is not received due to problems at the destination.

### **6. Responsibilities**

All library staff share responsibility for implementing this policy consistently across all locations of the library

### **7. Procedures**

Specific procedures for the implementation of this policy are clearly outlined in the Canterbury City Library Procedures Manual.

#### **7.1 Complaints**

- Any complaint / appeal will be dealt with in the first instance by the Reference Library or Supervising Librarian.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:  
Mr. Jim Montague  
General Manager,  
Canterbury City Council  
PO Box 77 CAMPSIE NSW 2194