



Title: Library Services – Library Bus Service

Category: Operating –Service Process – Library Services

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Policy owner: Director of Corporate Services (Library Services)

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Related legislation: New South Wales Library Act 1939

Related policies: Library Services - Membership, Library Services - Borrowing, Home Library Service

Related procedures:

Related forms:

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1. Purpose

The purpose of this policy is to define and outline the criteria of eligibility and procedures of the Library Bus Service, as well as the responsibilities and expectations of both staff and clients in the ongoing provision of this service.

2. Objectives

The objectives of this policy are to:

- Outline the requirements for people wanting to become a member of the City of Canterbury Library's Library Bus Service; and
- Outline the responsibilities and conditions of such membership.
- Ensure that Library Bus Service members have the same rights and access to all types of library materials as other library users and receive an equally high standard of service.

3. Scope

This policy applies to all eligible members of the public who are currently or wish to become a member of the Library Bus Service.

4. Definitions

“Library Bus Service”

Refers to a service which is available to Canterbury City Council residents who, by reason of age, illness or other incapacity, have a genuine difficulty visiting the library.

5. Principles

5.1 Library Bus Schedule

The Library Bus Service is available on Thursday mornings only and operates on a monthly schedule.

5.2 Membership Availability

While membership of the City of Canterbury Library is free to all residents and non-residents, prospective members of the Library Bus Service must live in the Canterbury City Council area. Pick-ups will only be made for individuals or institutions that are within the borders of Canterbury City Council. No age restrictions apply.

5.3 Membership Requirement

The Library Bus Service is specifically for people who, by reason of age, illness or other incapacity, have a genuine difficulty visiting the library. Library Management reserves the right to determine whether a person has a genuine need to access this service. In some instances suitable documentation from either a doctor or other health care professional may be required.

5.4 Responsibilities of Library Bus Members

Each person is responsible for the materials they borrow, during their library bus visit. Each person using the service must have their own library membership card. Please see Responsibilities of Membership in the Library Services - Membership Policy.

5.5 Joining the Service

To be placed on the Library Bus Service roster, the interested person needs to inform a library staff member that they wish to access this service. The Aged & Disability Services Librarian will then contact them to explain the service and to determine if it is suitable to their needs. If the interested person fulfills the membership requirements as outlined above they will then be added to the appropriate Library Bus Service Run dependant upon availability of spaces.

5.6 Timetable Letters

Each new member of the Library Bus Service will receive an annual letter sent by the Manager Library Services that outlines current procedures and the dates the bus will be picking up in their area. These letters will be sent to each member of the Library Bus Service at the beginning of each year.

5.7 Confirming Each Visit

As clearly explained in the letter, it is the responsibility of each member of the service to phone the library the day before the bus visit to confirm whether they will be requiring the service that month or not.

6. Responsibilities

All Library Services staff have the responsibility of implementing this policy across all locations of the library.

7. Procedures

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

7.1 Complaints

- Any complaint / appeal will be dealt with in the first instance by the Shift Supervisor.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services or an authorised delegate (Co-ordinator Client Services or Co-ordinator Support Services).
- If the customer remains unsatisfied, they may write to:
Mr. Jim Montague, General Manager
Canterbury City Council
PO Box 77 CAMPSIE NSW 2194