



Policy Name:	Library Policy	Version Number:	1.0
Approved by:	UMRL Board Members	Produced by:	Lynne Makin
Contact:	Lynne Makin CEO	Date Approved:	22nd February 2007
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1. Introduction

- 1.1 Public Libraries are provided by Councils to meet their obligations under relevant State Legislation.
- 1.2 Upper Murray Regional Library has Service Agreements with the AlburyCity, Corowa Shire Council, Greater Hume Shire Council, Tumbarumba Shire Council, and Urana Shire Council (all in New South Wales), and Indigo Shire Council, Towong Shire Council, and the Wodonga City Council (all in Victoria) to provide library services to their communities.

2. Scope

- 2.1 This policy applies to the Upper Murray Regional Library, its staff and operation.
- 2.2 This policy is designed to be read in conjunction with other individual policies which cover specialized areas of the library's operation and are listed in Section 6.

3. Mission Statement of Upper Murray Regional Library

3.1 Motto

Equity of access

3.2 Our Vision

To provide the highest quality information and cultural service

3.3 Our Mission

To provide an innovative and flexible library service to local communities

3.4 Our Values

We believe that equity of access to information is intrinsically valuable in ensuring:

- Equity of access
- Quality of service delivery
- Building Social Capital
- The provision of opportunity and choice
- The improvement of quality of life of our clients

3.5 Our quality

Upper Murray Regional Library is committed to high quality service and continuous improvement through its focus on:

- Organisational Planning
- Core Business
- Marketing and Promotions
- Human Resources Management
- Administrative Management

4. Objectives of the Library

- 4.1 The major objective of the Upper Murray Regional Library is to offer free and equal access to library services, resources, and information to all residents of the communities served in the Upper Murray region, having regard for community needs and priorities, budgetary limitations, and the availability of any alternative information services.
- 4.2 UMRL seeks to assemble and organise collections of books and related materials and, regardless of format, provide access to information for members of the library's communities. UMRL seeks to provide a diversity of materials in print, audio-visual, and electronic formats to enable it to meet the educational, recreational, informational, and cultural needs of the communities served.
- 4.3 UMRL seeks to provide an information and reference service that provides timely, accurate, and useful information for library members in their pursuit of information that may be job-related, personal, or educational.
- 4.4 UMRL seeks to provide a range of programs that are promotional, educational, and participatory, to enhance community members' appreciation and use of library services, and to enhance reading and lifelong learning.
- 4.5 UMRL seeks to be aware of and implement the policies of the Australian Library and Information Association (ALIA), in particular the ALIA policy on "Public Library Services [interim statement]" and the ALIA "Statement on free access to information".
- 4.6 In the light of the ALIA "Statement on free access to information", UMRL undertakes to reflect a variety of viewpoints on all issues, controversial or otherwise. In no case should any material be excluded because of the race, nationality, or the political or religious views of the writer.
- 4.7 UMRL seeks to provide resources and services that reflect the needs and aspirations of the member communities, as ascertained by the professional staff of the library through community consultation.

4.8 UMRL seeks to provide library resources in an online environment by providing an online catalogue, online access to reservations and renewals, and access to online resources for library members from home.

5. Relevant Legislation

5.1 The operations of UMRL are governed by relevant stated legislation, being : the Library Act, 1939, (NSW) and the Library Regulations 2000 (NSW), and the Libraries Act 1988 (Vic.).

5.2 The library users' right to privacy with respect to the use of the library or library materials is fully recognized and guarded within the provisions of the Privacy and Personal Information Act 1998 (NSW), and the Information Privacy Act 2000 (Vic.)

6. Fees and charges

7.1 Traditional core library services are free to members. Charges are made for what are considered to be non-core services.

7.2 All fees and charges are set annually by resolution of the Board of the Upper Murray Regional Library and are listed in the UMRL Fees and Charges document.

7. Review

8.1 This policy document will be reviewed within a three year cycle or as deemed necessary by the Board of the Upper Murray Regional Library or the Chief Executive Officer/Library Manager.