SHORELINK LIBRARIES

Policies Manual 2022

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Adopted by the Shorelink Committee: 9 November 2022

1. MANAGEMENT OF SHORELINK POLICIES

1.1 Purpose

Overall policy is determined by the Shorelink Committee, legally constituted under Section 355 of the Local Government Act 1993 (NSW). Any policies adopted or changed by the Shorelink Library Committee are incorporated into the Shorelink Libraries Policies Manual.

Shorelink procedures are determined by mutual agreement between the Library Managers and are incorporated into a separate Shorelink procedures manual.

System operations, policies and procedures have as the primary objective the interests of library users.

1.2 Update of policies

Policies are changed and added by resolution of the Shorelink Committee. The Shorelink Policies manual is revised annually and readopted each year.

2. ROLES AND RESPONSIBILITIES

2.1 Shorelink Committee

The Shorelink Deed of Agreement dated 18 December 2017, defines the role and composition of the Shorelink Committee. Each member Council is represented by a Councillor (appointed to the Committee by their Council) and their Library Manager. The Office-bearers of the Committee are:

2.2 Chairperson

The Chairperson (a Councillor) is elected annually at the last meeting of the calendar year and is responsible for chairing Shorelink Committee meetings and, when required, acts under authority delegated by the Shorelink Committee.

2.3 Deputy Chairperson

The Deputy (a Councillor) is elected annually at the last meeting of the calendar year and undertakes the role of the Chairperson in the Chair's absence.

2.4 Shorelink Secretary

The Shorelink Secretary is a Library Manager appointed by the Shorelink Committee annually on a rotational basis (with the exception of the Agent Council Librarian, who does not undertake this role). The Secretary is appointed at the last meeting of the calendar year.

The Shorelink Secretary is responsible for:
- Preparing agendas and business papers for the Shorelink Committee and distributing these to member libraries the week prior to the meeting of the Committee
- Presenting reports that are submitted under the collective signature of the Shorelink Library Managers
- Maintaining network and policy documents
- Co-ordinating actions resulting from decisions made by the Shorelink Committee
- Presenting the Shorelink Estimates at a Committee Meeting prior to April each year.
- Coordinating production of the Shorelink Annual Report
- Co-ordinating updating the Shorelink Strategic Plan and Delivery Program in consultation with the Library Managers Committee
- Managing official Shorelink correspondence
- Co-ordinating meetings of the Shorelink Library Managers Committee
- Advising the Shorelink Committee of anticipated capital expenditure prior to April each year

2.5 Minute Secretary

The Minute Secretary is the Agent Council Librarian and is appointed annually to record the meetings of the Shorelink Committee.

2.6 Shorelink Library Managers Committee

The Shorelink Library Managers Committee considers policy, managerial, operational, financial and strategic planning and other relevant issues and forwards recommendations to the Shorelink Committee as appropriate. The Shorelink Library Managers take a proactive approach to the future development of the network.

Their responsibilities include, but are not restricted to, the following:

- Developing and maintaining a strategic plan
- Appointing subcommittees, working groups and technical groups
- Recruiting Shorelink staff and determining their work priorities
- Preparing and maintaining policy and procedure documents

2.7 Sub-committees

The Shorelink Managers group will form sub-committees to meet when necessary for information exchange, to provide a forum for the development of uniform or co-existing policies, and to coordinate activities and services.

The implementation of policies and procedures developed in the sub-committees will be dependent on endorsement by the Library Managers Committee.

Current sub-committees and groups are:
1. Management Team (Managers/Coordinators)
2. Cataloguers
3. Contacts
4. Customer Experience
5. Digital Resources
6. Young Persons
7. Makerspace
8. Special Projects Teams (specialist staff)

2.8 Agent Council

The Agent Council is designated by the Shorelink Committee and manages the Shorelink administrative function on behalf of the three Councils.

2.9 Agent Council Librarian

The Agent Council Librarian is the Library Manager or designate of the Council that provides financial and administrative services to the Shorelink Library Network.

The Agent Council Librarian is responsible for:
- Recording the minutes of the Committee
- Facilitating the preparation of the Shorelink Estimates prior to April each year
- Presenting the annual financial statement and the auditors' financial report
- Approving expenditure in accordance with the agreed Shorelink budget
- Approving appointment of temporary and casual staff in accordance with approved system management requirements and budget
- Liaising with the Agent Council in matters relating to its administration of Shorelink
- Supervising Shorelink staff in accordance with Shorelink Committee policies and priorities determined by the Library Managers Committee

2.10 Shorelink Staff

Shorelink staff perform the duties described in their position description. Their conditions of employment are in accordance with those of the Agent Council. Annual Performance Reviews are conducted by the Agent Council Librarian and reviewed by the Shorelink Secretary. Training needs are identified during Performance Reviews and in the Agent Council's staff training plan, and training costs are included in the Shorelink Network Annual Budget.

2.11 Staff at Shorelink Libraries

Each member library will appoint one staff member to act as a Shorelink contact. Shorelink contacts liaise with Shorelink staff and/or suppliers on systems problems and improvements and are trained in routine maintenance tasks.

3. SHORELINK DATABASE

3.1 Software upgrades and maintenance

All reasonable efforts will be made to provide access to the Library Management System during all library opening hours. When maintenance and upgrades require the system to be taken offline this will be done from 9.00pm on Wednesdays as the first option.

3.2 Borrower records

Shorelink borrowers' cards issued by member libraries of the Network are valid at all member libraries.

Borrowers' cards are issued on the understanding that the requirements of the Library Act 1939 NSW and Library Regulations 2018 NSW, and the rules of individual member libraries shall be observed.

Borrower records are the property of the Shorelink Library Network and will be maintained by individual libraries in a manner consistent with the agreed policy framework.

Borrower records are only to be accessed by paid employees of member libraries and Library Studies students on supervised work placement programs. Volunteers are not able to access records.

Each library can determine its own borrower profiles and rules that apply to that profile. Commonly used profiles such as HLS will be agreed between the Library Managers.

In order to join a Shorelink Library, potential borrowers must provide personal identification information such as name, address, etc. Collection of this information must be in accordance with the Privacy and Personal Protection Act 1998.

Borrowers may join only one library within the Network.

Member libraries undertake to respect individual library policies and to advise new borrowers at the time of joining that the rules and policies of individual libraries apply when borrowing from, or using the facilities of those libraries.

The loan policies for all items and categories of borrowers are determined by member libraries.

Borrower records which have been inactive for a period of three years should be deleted annually – unless they have overdue items or fines attached. Library Managers will approve their individual Libraries' borrower deletions.

Defaulting borrowers are automatically blocked by the system when overdue items and/or bills exceed policy limits (currently items that are more than 60 days overdue or network-wide bills more than $30).

3.3 Collection records

While library stock is the property of member libraries the Shorelink catalogue is a shared database owned by the Shorelink Library Network. The Shorelink catalogue is a quality database and member libraries are expected to conform to agreed cataloguing standards.

When Libraries enter orders they must download a bibliographic record from an approved source or create a brief bibliographic record for each item.

Brief records must be overlayed by a full bibliographic record by the first library to add/amend that record.

The first library to add/amend a bibliographic record will ensure that details, including author, title, Library of Congress subject headings and indicators are correct.

When a full bibliographic record exists on the database it can be amended by any member library. However, each library adds its holding and classification statements and these are not to be deleted or amended by any other member library.

No duplicate records will be entered in the catalogue.

Each library participates in authority control.

The Shorelink Cataloguers Group works cooperatively to ensure a quality catalogue. They resolve operational issues, make policy recommendations and maintain a record of any local Shorelink cataloguing agreements.

3.4 Record maintenance

The Shorelink database requires maintenance of both borrower and collection records. Shorelink staff will provide the Shorelink Library Managers with a list of maintenance tasks for inclusion in an annual maintenance schedule.

The schedule will include tasks to be completed by Shorelink staff and the staff of member libraries.

4. SHORELINK STAFF

4.1 General

The Shorelink staff undertake day-to-day operations, and are responsible to the Library Managers and the Shorelink Committee through the Agent Council Librarian.

4.2 Communication (including helpdesk, on-call etc)

Communications between hardware and software contractors and individual libraries shall be made through, or in consultation with Shorelink staff.

4.3 Reports and statistics

Shorelink staff will schedule special jobs so as not to interfere with the system wide routine tasks.

Shorelink staff will supply nominated daily, monthly, quarterly and annual statistics in a format determined by the Library Managers.

To ensure the integrity of Shorelink statistics any new tags (borrower profiles, Item Cat1 tags) must be coordinated through Shorelink staff.

5. SHORELINK HARDWARE AND INFRASTRUCTURE

The Shorelink libraries are decentralised and access the internet and the Library Management System in the cloud via a combination of NBN and/or fibre services located at each library.

A network diagram is supplied as Attachment 1.

Shorelink's contractual arrangements are guided by the Agent Council's policies. North Sydney Council's Procurement Policy is published on the North Sydney Council website:

http://www.northsydney.nsw.gov.au/Council_Meetings/Policies_Plans/Policy_Manual

See Direction 5: Our Civic Leadership: Procurement Policy D5-33

6. SHORELINK SECURITY

6.1 Segmentation

The Shorelink Committee resolved in 2005 that the public and staff applications at all the libraries be segmented to protect each library, and this was undertaken at Lane Cove, Mosman and Stanton libraries.

6.2 Third Party Products

All third party products that seek to interface with the Library Management System should ensure that a range of multi layered access/security controls is available, operational and comply with the latest established protocols and ISO standards.

7. SHORELINK PRIVACY POLICY

7.1 Shorelink Membership Information

The Privacy and Personal Information Protection Act 1998 (**PPIPA**) provides for the protection of personal information and for the protection of the privacy of individuals. Shorelink Libraries will ensure that the provisions of the Act with regard to collection of personal information are upheld by incorporating the following statement on their online registration screens and/or membership application forms so that potential members are made aware of how this information is to be used.

The following paragraph should be added to the first Aurora registration screen:

Your personal details are required under the New South Wales Library Act 1939, Library Amendment Bill 2011 and Library Regulations 2010 and will only be used in connection with the requirements of this legislation.

If a potential member requires further clarification, the following explanation should be provided:

Shorelink member libraries, as agencies of their Councils, collect personal information from individuals. They will take such steps as are reasonable in the circumstances to ensure that when the information is collected the individual to whom the information relates is made aware of the following:
- the fact that the information is being collected
- the purposes for which the information is being collected
- that the supply of the information by the individual is required by law

The information will be recorded in accordance with the provisions of the New South Wales Library Act 1939 and will be used solely for the purpose of managing the services and collections of the libraries, including lending and returning of items, reservations, fines and fees, booking of workstations, etc. The information will not be sold or supplied in any other way to any other agency. Shorelink member Libraries may use the contact details for making customers aware of activities provided by the Library.

The information is owned by the Council of the Library where the member joined and is made available to the other Shorelink libraries because members are entitled to borrow items from any library in the Network. It is therefore essential that libraries have access to the details of all members in order to maintain records of transactions made at all the libraries. The library which originally registered the member will deal with any issues or problems which arise regarding the information which is held on an individual, in accordance with their own Council's Privacy Plan. You may make application for access or amendment to information held by Council.

7.2 Public Access Internet Usage

Shorelink is committed to maintaining the privacy of public access Internet users.

The history files on the public access Internet computers in the Shorelink libraries are cleared at the end of each day, thus ensuring the privacy of customers who use this service. Websites which customers visit may retain details of the site where the request originated (i.e. the IP address of the PC used to access the site); however Shorelink has no control over this process and is not responsible for the privacy practices of external websites.

It is strongly recommended that users do not use the public access Internet PCs in the Shorelink libraries to access sites that store personal information on the customer, e.g. bank accounts and commercial sites such as online shopping where the user's personal information must be submitted.

8. SHORELINK INTERNET POLICY

8.1 Shorelink Internet Policy

Public libraries provide a range of resources and services to meet the information, education and recreation needs of their communities. In addition to providing a wide range of print and other formats, public libraries provide access to resources on the internet.

Aim
The aim of the Shorelink Network internet policy is to:
- Provide library users with access to information on the Internet
- Promote the use of the Internet as a research and educational tool
- Provide fair distribution of Internet access amongst users of individual Shorelink Libraries
- Protect library resources including limiting liability
- Promote the responsibility of the user when using electronic resources
- Facilitate information and computer literacy skills amongst library users

Free access to information on the Internet
- Shorelink libraries provide **free** access to information on the Internet as part of their mission in meeting their widely acknowledged role to meet the information needs of their communities.

Information on the Internet
- Public libraries have no control over the information available through the Internet and therefore cannot be held responsible for its content and use.
- Shorelink Libraries accept no responsibility for the validity of information on the Internet.

Security limitations
- Security in an electronic environment such as the Internet cannot be guaranteed and users are warned that all transactions and communications are vulnerable to unauthorised use.
- The Library assumes no responsibility for any damage, direct or indirect, arising from a member's use of particular sites.

Privacy
- A public library may be required to provide Internet logs to officers legally empowered to investigate into a user's use of the Internet where there are reasonable grounds for that officer to suspect illegal use.
- Library users are requested to respect the privacy of other users accessing information via library computers.

Copyright
- Information on the Internet may be protected by copyright.
- Users are responsible for complying with all applicable international and federal laws governing copyrighted materials accessed through the Internet.

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- Shorelink Libraries are not responsible for copyright infringement by users.

COPYRIGHT ACT 1968
COMMONWEALTH OF AUSTRALIA
Copyright Regulations 1969

WARNING
This material has been provided to you pursuant to section 49 of the Copyright Act 1968 (the *Act*) for the purposes of research or study. The contents of the material may be subject to copyright protection under the *Act*.

Further dealings by you with this material may be a copyright infringement. To determine whether such a communication would be an infringement, it is necessary to have regard to the criteria set out in Part 3, Division 3 of the Act [*Part 3, Division of the Copyright Act describes acts which do not constitute infringement of copyright in works. These include the fair dealing provisions with which librarians are familiar, for example, copying for the purpose of research or study (s.40)]*

Hacking or Misuse of resources
- It is illegal for users to use the Internet to gain unauthorised access to other computers or databases that are not in the public domain.
- Users must not alter the setup of computers used to access the Internet.
- Users must not damage workstations or any associated equipment.
- Users must not knowingly create or propagate a virus or any other form of malicious software.
- Users should notify staff if they experience any problems with the equipment or with access to the Internet.

Computer viruses
- Where an individual Shorelink Library allows material to be downloaded from the Internet to external drives, users should be aware that the material may contain viruses which can cause damage to a network or computer.
- It is the responsibility of users to check any downloaded material prior to installing any software onto their own hard drive.
- The Library accepts no responsibility for any damage caused as a result of downloaded viruses or other software.

Conditions of use
Each individual Shorelink Library has their own policy for conditions of use for Internet PCs. Areas covered by these conditions of use include:

- Policy on Children accessing the Internet
- Staff assistance with computer use
- The amount of time per booking and number of bookings per day
- Charges for Internet use (if any)
- Whether files can be saved to external drives
- Printing availability and charges

8.2 Filtering

Shorelink will provide web filtering of unacceptable sites for all Internet PCs available via the network. Each library may choose to activate or not activate this feature. The profiles selected for filtering are reviewed regularly by Shorelink staff and the Library Managers.

9. CO-OPERATIVE ACTIVITIES

9.1 General principles

Shorelink member Councils demonstrate their commitment to the Network through their financial support, acknowledging that co-operation delivers both economic benefits and quality services. When determining priorities, support for joint activities of the Shorelink Library Network will always take precedence over individual Library activities.

9.2 Shorelink Courier Service

A Shorelink Courier service has run between member libraries since 2003. This service is hosted by one member library and managed by Shorelink staff.

The Shorelink Courier transports Intra Shorelink loans and items returned to other libraries.

9.3 Intra Shorelink Loans

Shorelink libraries encourage Intra Library Loans between member libraries and develop procedures to facilitate this service. In principle Shorelink Libraries should not request, without special reason and explanation:

- Reference items
- Paperbacks, magazines and other unclassified items

Shorelink Libraries will process the picklist several times each day.

9.4 Inter Library Loans

Shorelink libraries remain committed to and support free Inter Library Loans between public libraries. If individual public libraries choose to charge a fee Shorelink Libraries may apply reciprocal charges as defined in their Council's Fees & Charges.

9.5 Collaborative Programs and Promotions

Shorelink libraries will seek to collaborate in arranging library programs and initiatives including author talks, workshops, staff development activities and literacy programs to be delivered across all Shorelink sites.

Where common services are available across all Shorelink libraries, a shared promotional strategy will be employed.

9.6 Mobile STEAM Makerspace

In 2019 Shorelink Libraries introduced a Mobile (S)cience (T)echnology (E)ngineering (A)rts (M)athematics Makerspace with NSW Metropolitan Public

Library grant funding. The Makerspace includes a range of equipment including robotics, education software, computer building kits, digital microscopes, animation software, mobile film studio, etc. The collection will be maintained according to the following guidelines:

- All makerspace equipment will be packaged into a kit, catalogued and lent to the Library conducting the STEAM program.
- All component parts will be checked on issue and return of kits.
- An annual amount will be included in the Shorelink Estimates for repair and maintenance of existing equipment and additional purchases.

9.7 eResources

Currently this includes downloadable eAudiobooks, eBooks and eMagazines. Each suppliers' pricing structures determine how costs for platform fees are shared.

9.8 Collection HQ

In 2019 the Shorelink Libraries agreed to subscribe to Collection HQ which is an evidence-based collection performance solution for libraries. Collection HQ innovates the way libraries select, manage and promote their collections.

The Shorelink Libraries will agree on configurations and performance targets that are entered into the Collection HQ database. Any change to settings will be approved by the Shorelink Library Managers Committee.

9.9 Libraries Australia

Shorelink coordinates the membership of Libraries Australia for all Shorelink member libraries.

9.10 Public Library Infrastructure Grants

New South Wales local authorities are eligible to apply for Public Library Infrastructure Grants for projects to improve public library services for their communities. A Council may submit one collaborative application on behalf of two or more independent Library services. All such applications must be submitted by a nominated council on behalf of the participating councils. The submitting council takes responsibility for the administration of the grant.

The Shorelink Library Managers Committee will consider projects which might be suitable for collaborative projects. The submitting council will co-ordinate the grant application and acquittal processes. A collaborative application can only be made with a letter of commitment signed by each participating Council.

When a Public Library Infrastructure Grant has been awarded to the Shorelink Library Network regular reports will be presented to the Shorelink Committee to keep them informed of the project's progress.

10. INDIVIDUAL LIBRARY ACTIVITIES

10.1 General Principles

One of the key benefits of Shorelink is that member libraries retain their autonomy, with policies and collections that cater for their individual community's requirements.

When determining priorities, support for joint activities of the Shorelink Library Network will always take precedence over individual Library activities.

The Library Managers Committee evaluates emerging technologies and applications. When applications interact with the network infrastructure and/or require network resources these applications must be endorsed by the Shorelink Committee prior to their implementation.

10.2 Branch library access

Branch libraries are defined as:

    a. Providing general rather than specialised library services
    b. Being available for public use
    c. Being open a minimum of 7 hours per week
    d. Being operated by Council library staff

10.3 RFID (Radio Frequency Identification)

All Shorelink libraries RFID systems must comply with international standards: ISO 18000-3 and ISO 15693 air interface protocols.

10.4 Wireless

Member libraries are able to use the Shorelink internet link to provide wireless Internet to their members. Member libraries can manage their own wireless system or participate in a co-operative arrangement coordinated by Shorelink staff. Member libraries are to pay the direct costs of providing a wireless service.

Wireless Internet is to be on the public network to ensure the safety and security of the Library Management System.

10.5 Photocopiers, Printers

Photocopiers and printers may be added to the Shorelink Library Network. Individual Libraries are expected to support these applications without assistance from Shorelink staff.

10.6 PC Reservation and Printing Systems

Shorelink Libraries may add PC Reservation or Printing systems to the Shorelink Library Network. Individual Libraries are expected to support these applications without assistance from Shorelink staff.

10.7 Self Check Units and Automatic return units

Shorelink Libraries may add self check units and automatic return units to the Shorelink Library Network, subject to compatibility with Library Management System and existing solutions of member libraries. The Shorelink Office must be notified about any equipment purchase which requires interface with the LMS. Shorelink staff will assist with setup as these units communicate with the Library Management System. Any direct costs incurred by Shorelink due to implementation of these services at a member library are the responsibility of the individual library service.

11. ATTACHMENTS

11.1 Network Diagram

Adopted by the Shorelink Committee: 9 November 2022