



City of
Norwood
Payneham
& St Peters

NAME OF POLICY: Library Outreach Services Policy

POLICY MANUAL: Governance

BACKGROUND

The Council's Libraries provide a range of accessible services to the community in order to foster literacy, inclusion and enrichment for all citizens regardless of their personal circumstances.

Library Services must continually evolve in both their physical presence in the community, their online presence and their accessibility and availability to the broader community to meet the changing needs of citizens, to ensure they remain relevant, contemporary and accessible.

DISCUSSION

Whilst the Council's Library buildings play a significant part in providing opportunities for the community to come together to learn, have fun and connect with each other and in doing so combat loneliness and social isolation, it is important that the Council's Libraries also provide a contemporary range of options for accessing Library Services to meet a range of individual's needs. This includes within the Council's Library buildings, at home, online in the digital realm and out in community spaces.

The Libraries provides a broad range of services, collections and programs to the community from its three buildings based at Norwood, Felixstow and St Peters. This is complemented by 24/7 access to digital library collections (including e-books, e-audio books, e-magazines, and e-newspapers and online streaming databases) which can be downloaded from the Council's website. In addition to this, customers can also search the Library Catalogue online or the Libraries SA App via a mobile device, to request titles and make holds on items for future access.

The Council also provides a range of programs and services to the community, including literacy, recreation or lifelong learning based programs for both adults and children in a range of venues across the City.

As a consequence of the COVID-19 pandemic and the demand for more 'at home' services, the provision of outreach based Library services is an important additional facet of the Council's service delivery to the community, taking the Library 'out into the community'. These additional services include a home based delivery model of service, providing library materials to citizens residing in the Council who are unable to access the library due to a range of personal circumstances.

KEY PRINCIPLES

The Council is committed to providing convenient and accessible Library services, information and facilities for the community, in accordance with the Council's City Plan 2030 outcome, Social Equity.

POLICY

The Council will provide an 'at home' based delivery service to the community on a short or long term basis as requested.

The provision of a revised and expanded model of service delivery will benefit a range of Library customers living in our City, who may not be able to access their library to borrow or collect reserved

items regularly, or at all. The provision of this service will ensure the Council's Libraries can continue to remain relevant, contemporary and respond to the changing needs of the community, during an era when physically accessing the Council's Libraries may be challenging due to time, access, transport, or health and wellbeing constraints.

Customers can either utilise the online catalogue to request their items for a monthly delivery or if they are unable to visit the Library or access the online catalogue to request items, Library staff will arrange a tailored monthly package of materials to be delivered to the individual. Customers are able to return their items at any time, or if they are unable to visit the library, they will be collected at their next delivery.

Normal loan periods and a delivery limit of 35 items for individuals will apply. To be eligible, citizens must reside within the City of Norwood Payneham & St Peters and be a member of the Library. This service is available to citizens of any age.

Home based visits can be temporary or permanent, and will be provided monthly dependent on service capacity limits and restrictions. Deliveries will be undertaken by either Council staff or registered Council Volunteers.

REVIEW PROCESS

This Policy will be reviewed by the Council within three (3) years of the adoption date of the Policy.

INFORMATION

The contact officer for further information at the City of Norwood Payneham & St Peters is the Council's Manager, Library Services & Lifelong Learning, telephone 8334 0228 or email: skennedy@npsp.sa.gov.au

ADOPTION OF THE POLICY

This Policy was adopted by the Council on 7 June 2021.

TO BE REVIEWED

This Policy will be reviewed in June 2024.