RIVERINA REGIONAL LIBRARY
VISITOR POLICY

POLICY REFERENCE NUMBER:		POL/RRL 006	
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Revision number	**Issue Date**	**Executive Council Resolution**	**RRL Advisory Committee Meeting Date**
1	November 2010	February 2011	November 2010
2	January 2014	May 2014	March 2014
3	January 2018	June 2018	March 2018
This document is to be reviewed annually.			
RESPONSIBLE DIRECTOR		Robert Knight, Executive Director RRL	

1. INTRODUCTION

The Riverina Regional Library (RRL) is committed to providing the public with opportunities to satisfy both their recreation and information needs in safe and welcoming environments.

The purpose of this policy is to clearly outline responsibilities for visitor library members in relation to access and use of collections and resources held by Riverina Regional Library.

1.1 Scope of Policy

This policy applies at all RRL branch libraries.

1.2 Definitions

- Riverina Regional Library branch libraries include:

  Adelong, Batlow, Bland, Coolamon, Cootamundra, Corowa, Culcairn, Gundagai, Henty, Holbrook, Howlong, Jindera, Junee, Mulwala, Talbingo, Temora, Tumbarumba, Tumut, Wagga Wagga and RRL Mobile Library.

- Member councils are councils that are signatories to the RRL Deed of Agreement.

- **Visitor:** A visitor is deemed such in relation to the library if they are not a permanent resident or ratepayer of the above mentioned Local Government Areas and are not eligible for reciprocal membership by way of current membership to another NSW public library. Please see 2.1 General Principles of the Riverina Regional Library Visitor Policy below for more details regarding conditions. A non-refundable fee is required for membership to this category. Current identification must also be produced.

1.3 Legislative Context

Library Act 1939

Library Regulation 2018

Privacy and Personal Information Protection Act 1998

1.4 Related Documents

RRL Customer Service Charter and Customer Code of Conduct

RRL Fees and Charges Schedule

RRL Customer Lending Policy

RRL Customer Exclusion Policy

RRL Internet Usage Policy

1.5 Responsibilities

RRL staff and branch library staff are responsible for abiding by the intent of this policy. The RRL Visitor Policy is available to the public via the RRL website.

1.6 Reporting Requirements

This policy will be reviewed annually in line with item RRL2.2.4 – Shape the Future of the RRL Integrated Planning Strategy 2018-2022 with a full policy review undertaken every four years in line with Local Government procedures. Progress of policies will be reported biannually.

1.7 Approval Arrangements

Approval arrangements will be undertaken through the RRL Advisory Committee approval process.

1.8 Review Procedures

This policy will be reviewed annually in line with item RRL2.2.4 – Shape the Future of the RRL Integrated Planning Strategy 2018-2022.

2. POLICY CONTENT

2.1 General Principles of the Riverina Regional Library Visitor Policy

- A visitor who wishes to apply for membership to the library is required to pay a non-refundable fee
- The schedule of RRL fees and charges is available online on the RRL website
- A choice is available of one and three-month membership
- Special Non –resident membership is available to residents of certain localities – see RRL Library Membership Policy and RRL Fees and Charges Schedule for further information.
- Visitor members are bound by the RRL Lending Policy with the exception of borrowing limits
- A visitor member is restricted to borrowing 4 items at any one time
- Item loan period is 28 days and 14 days renewal.

2.2 Service Statement

RRL and its associated branch libraries are dedicated to providing relevant, current and accessible information, resources and collections for our constituents as well as providing safe, inclusive and welcoming public spaces. Where possible, RRL customers can expect:

- Prompt, courteous and accurate service
- Clear and accurate information about library policies
- Libraries to be open in accordance with advertised opening hours
- Staff with professional expertise and knowledge
- Access to a wide range of library and information services
- Free and equal access to resources and services to all individuals and groups within the community, in accordance with the Library Act 1939
- Access to online library services and internet facilities
- Confidentiality in accordance with the Privacy and Personal Information Protection Act 1998.

Amendments

Amendments to this policy in relation to operational matters may be made with the approval of the Executive Director, RRL.

3. References

New South Wales Government Legislation, Library Act 1939

New South Wales Government Legislation, Library Regulation 2018

State Library of NSW, Legislation and Policies