

**THE HIGHLAND COUNCIL**  
**EDUCATION, CULTURE AND SPORT SERVICE COMMITTEE**  
**17<sup>th</sup> January 2008**

**Library and Information Service Policy**

Agenda Item	
Report No	

**Report by Director of Education, Culture and Sport Service**

**Summary**

This paper proposes revisions to the currently adopted library policy and associated guidelines to reflect the needs of the Programme for Administration and in line with best practice nationally.

**1. Background**

1.1 The Highland Council's Library and Information Service forms part of the Education Culture and Sport Service and operates through a network of joint and separate School, Community and Mobile Libraries and online services. The provision of library and information services to schools is an integral part of the Council's statutory responsibility as an Education Authority. The provision of library and information services to the community is also a statutory duty of Highland Council.

**2. Policy**

2.1 A Library and Information Source Policy was agreed by the Education, Culture and Sport Committee in August 2002. The Libraries Network Team of officers has reviewed this policy and associated guidelines to ensure that they reflect the needs of the Programme for Administration and in line with best practice nationally.

2.2 In general the policy has remained relevant both to the Council's requirements and to developments in library practice nationally. The purpose of the Highland Council's Library and Information Service is identified thus:

**To provide, deliver, promote and enable the use of high quality library and information services to meet the educational, information, cultural and recreational needs of all who live, work or study in the Highlands.**

2.3 Minor changes in wording have been incorporated to make the policy clearer to read. Additions have been suggested to reflect the important contribution libraries make to the health and well-being agenda.

2.4 The proposed updated policy is included as Appendix A.

2.5 The Council has been at the forefront of developing joint use school and community libraries. With the opening of Inshes primary school and community Library, new requirements were identified to ensure the safe use of joint libraries in primary schools. A separate policy on joint use libraries in primary schools has been developed and is included as Appendix B for approval as policy.

### **3. Guidelines**

3.1 In the past the use of the Council's libraries has been governed by Bye-laws. In general these have tended to tell users what they may not do, and to be written in a way that is not user-friendly.

3.2 A set of guidelines has been developed to help users to be aware of their rights to access library services as well as their responsibilities to the Council and to other users.

3.3 It is proposed that these guidelines should be adopted as management rules for the library service and that appropriate steps be taken to remove the existing bye-laws.

3.4 The proposed Guidelines are included as Appendix C.

### **4. Acceptable Use Public Access Internet Services**

4.1 Increasing use of libraries is made through Highland Libraries On-line and through the Internet especially through People's Network. On-line users have been required to agree to an Acceptable Use Policy developed in conjunction with other Scottish Library Authorities.

4.2 This Acceptable use Policy has now been revised in the light of further national guidance and to ensure it meets the Council's needs especially where library services are provided through joint use school and community libraries.

4.3 The revised Acceptable Use Policy is included as Appendix D.

### **5. Equalities Impact**

5.1 The proposed library policy identifies the need to provide services to all who live, work or study in the Highlands and identifies that the range of resources should reflect the needs and languages of individuals and communities. Specific commitment is given to ensure that access for all will be provided.

### **6. Financial Implications**

6.1 Provision for the Council's library and Information Service is made within the ECS Revenue and Capital Budgets. There are no specific financial consequences in adopting the proposed policies and guidelines in appendices A to D.

### **Recommendation**

7. Members are asked to

- 7.1 Approve the revised Library and Information Service Policy as set out in Appendix A.
- 7.2 Approve the policy for joint use in primary schools as set out in Appendix B
- 7.3 Approve that the guidelines as set out in Appendix C should be adopted as management rules for the library service and that appropriate steps be taken for them to replace the existing bye-laws.
- 7.4 Approve the revised Acceptable Use Policy as set out in Appendix D

Signature:

Designation: Director of Education, Culture and Sport

Date: 3<sup>rd</sup> January 2008

Author: Christopher Phillips, Lifelong Learning Manager

Background Papers: Report to ECS Committee reference ECS 56/02

## The Highland Council Education Culture and Sport Service

### Library and Information Service Policy

The Highland Council's Library and Information Service forms part of the Education Culture and Sport Service and operates through a network of joint and separate School, Community and Mobile Libraries and online services. The provision of library and information services to schools is an integral part of Highland Council's statutory responsibility as an Education Authority. The provision of library and information services to the community is a statutory duty of Highland Council.

The purpose of the Highland Council's Library and Information Service is

**To provide, deliver, promote and enable the use of high quality library and information services to meet the educational, information, cultural and recreational needs of all who live, work or study in the Highlands.**

The Highland Council's Library and Information Service places special emphasis on agreeing and providing for the library and information needs of each local community and on providing appropriate services for particular groups within them (such as Schools) while at the same time providing access to wider resources through Highland, national and international networks.

The following key activities have been identified working within the Highland Council's Best Value Framework in support of the Programme for Administration, Corporate and Service Goals and to help deliver the Service Key Improvement Themes

#### **1 Partnership**

The Highland Council's Library and Information Service will seek to work in partnership with other Council Services and other external agencies and organisations to deliver and enhance the range and quality of library and information services for individuals and groups in the Highlands.

#### **2 Library and Information Resources**

The Highland Council's Library and Information Service will provide access to a range of resources both printed and electronic which reflect the needs, languages and interests of individuals and communities in the Highland Area.

Highland Council's Library and Information Service will ensure that within the limits of its acquisition budget resources are selected and managed without prejudice of content or format and is maintained in reasonable physical condition.

### **3 Information and Literacy skills**

The Highland Council's Library and Information Service will actively support the development of individuals' Information Skills through partnerships and the provision of resources and facilities

The Highland Council's Library and Information Service will actively support the development of reading and numeracy through partnerships and the provision of resources and facilities.

### **4 Education**

The Highland Council's Library and Information Service will support and encourage the inclusive and active participation of individuals and groups in lifelong learning (both in formal education and independent learning) through partnerships and the provision of resources and facilities.

### **5 Culture**

The Highland Council's Library and Information Service will assist and promote cultural development in the communities of the Highlands acting as a focal point for cultural activities and information about them.

The Highland Council's Library and Information Service as a major repository for the history of the life, language and culture of the Highlands will actively promote access to such material whilst balancing the needs of its preservation as a unique record of the area.

The Highland Council's Library and Information Service will actively collect and promote resources in Gaelic to meet the needs of learners once speakers at all levels.

### **6 Health and well-being**

The Highland Council's Library and Information Service will actively support the health and well being of communities and individuals through the provision of resources, information and facilities and through its activities and partnerships.

### **7 Recreation**

The Highland Council's Library and Information Service will recognise through its resources and activities that reading is a major form of recreation.

Highland Council's Library and Information Service will actively support readers in their development through the provision of resources, information and facilities and through its activities and partnerships.

### **8 Access**

The Highland Council's Library and Information Service will ensure access for all to library and information resources. This may be through physical access to libraries at times that meet the needs of local communities, through the provision of access to electronic

resources and remote services or through the extension of service beyond library buildings by mobile libraries and other appropriate means.

## **9 Economic well-being**

The Highland Council's Library and Information Service will play a major role in the economic well-being of the Highlands by providing information and access to resources for individuals and groups involved in business, commerce, tourism and industry and through its promotion and support of learning opportunities.

## **10 Networking**

The Highland Council's Library and Information Service will support the local delivery of library and information services through appropriate levels of network-wide support including advice and guidance, the acquisition and circulation of resources and the provision of support systems.

## **11 Staff**

The Highland Council's Library and Information Service will recruit appropriately qualified staff and support them through training and development to enable individuals and groups to satisfy their library and information needs.

## **12 Appropriate technologies**

The Highland Council's Library and Information Service will ensure that the use of appropriate technology will underpin the delivery of all its services.

The Highland Council's Library and Information Service recognises the importance of new technologies and aims to be at the forefront of their use in the delivery of effective and efficient library and information services.

### The Highland Council

#### Policy for joint use community libraries in Primary Schools

##### **Access**

Schools and Libraries are community facilities. Joint school and community libraries will be available to pupils, school staff and members of the community throughout the school day. The library will be open at additional times, as far as budgets allow and circumstances warrant and permit, to match community needs.

##### **Security**

In order to safeguard the security of pupils an agreed level of staffing will be provided to ensure supervision and guard against inappropriate contact with members of the community. Staff will be subject to Disclosure Scotland checks and will be given child protection training. The layout of the library will be designed to give good lines of sight. The school will ensure that pupils are accompanied by a member of school staff when using the library during class time or specific arrangements made in advance with library staff.

##### **Services**

There will be input from library staff to:

- Manage the library
- Support the learning and personal information and reading needs of pupils, school staff and members of the community
- Collaborate with teaching staff to support library based learning and develop information literacy skills
- Operate the library on a day to day basis.

##### **Stock**

Stock will reflect both the curricular needs of the school and the needs of the local community. The stock will be integrated, with provision for items to be retained for school use only, when needed for curricular work. Items not in stock may be requested and will be obtained subject to availability of resources.

##### **ICT**

Internet linked computers will be available for both school and public use. Use will be subject to Highland Council's acceptable use policy.

##### **Budget**

The budget will be held and managed by the Area Libraries Officer. The school will contribute an agreed proportion.

##### **Management**

Representatives from the Highland Council Library Service and the school management team will meet to review the service at least annually and to inform School Development and Service Plans. The Library Service will be responsible for managing staff and stock provision and for reporting on quality and performance management. Line management of staff will be through the Library Service. The school will designate a link person to liaise with the professional librarian responsible for the library to develop school use. School managers will be responsible for the building.

### **A Guide to using Highland Libraries**

Welcome to the Highland Council's Library Service, a network of 41 libraries, 9 mobiles and 24 school libraries. For a full range of services visit [www.highland.gov.uk](http://www.highland.gov.uk) and follow the links to Highland Libraries.

#### **Membership**

Membership entitles anyone who lives, works, or studies in The Highland Council area to use any library in the Highland Libraries network. Members can borrow books and other items, use the request service, use library computers and access hundreds of on-line resources free of charge.

#### **Joining**

To join the library service and start borrowing items just fill out a membership form and provide proof of your address eg a driver's licence or a recent personal utility bill. Membership forms are available at all Highland Libraries and can be downloaded from the Internet.

If you do not have an address in the Highlands you will still be able to join the library on a temporary basis provided you can show proof of identity such as your current passport, national identity card, current student card or current photo driver's licence. Temporary membership entitles you to use the full range of services including access to the Internet but restricts the number of items you can borrow. Temporary membership can be exchanged for a full membership at any library once you have proof that you live, work or study in The Highland Council Area.

Becoming a library member means agreeing to look after items you borrow and being prepared to pay for any loss or damage that might happen to them while they are on loan to you. Memberships for those under 16 years of age must be signed by a parent or legal carer. By signing this form parents or carers are agreeing to look after the items borrowed as though they had borrowed them themselves and to take responsibility for their child's use of the Internet in libraries.

#### **Borrowing items**

Items can only be removed from the premises with the permission of library staff in accordance with the normal practice of a public lending library.

Items must be returned to any Highland Library within the advertised loan period. Please note that if no-one is waiting for the items then it may be possible to extend the loan period by contacting any Highland library or visiting [www.highland.gov.uk](http://www.highland.gov.uk) and following the links to Highland Libraries.

## **Overdue Items**

Each item returned late will be subject to the advertised overdue charge for each day over the agreed period. These charges can be avoided by contacting the library in person or by telephone or by visiting [www.highland.gov.uk](http://www.highland.gov.uk) and following the links to Highland Libraries where you can update your own account. Children, teenagers, people over the age of sixty and certain other groups do not pay overdue charges on books but are required to contact the library service to extend loan periods when possible. Fourteen days after the agreed return date a reminder will be sent.

## **Library Cards**

On joining the library personal details will be transferred to a computer database held in accordance with the Data Protection Act and checked once every two years for accuracy and currency. You will receive a library membership card which you will need to take with you each time you visit the library. The number on your card together with your unique PIN, available from library staff, also allows access to your personal account at Highland Libraries On-Line. Potential misuse of the card is your responsibility and its loss will incur a charge for replacement. However if you do lose your card, or change your name or address please let library staff know – they will be very happy to help, just ask.

## **Charges**

Most Highland Libraries' services are available free of charge to the user – this includes borrowing books, using computers, accessing the Internet, looking up reference items and seeking advice from the friendly and knowledgeable staff.

Charged services include for example:

Printing	Video loans
Photocopies	CD loans
Faxes	Sales of withdrawn books
DVD loans	Replacement of lost membership cards

For current prices contact your local library or the Library Support Unit on 01463 235713 or visit [www.highland.gov.uk](http://www.highland.gov.uk) and follow the links to Highland Libraries.

## **Opening Times**

For details of opening times contact your local library, the Library Support Unit on 01463 235713 or visit [www.highland.gov.uk](http://www.highland.gov.uk) and follow the links to Highland Libraries.

## **Reference and Local History Material**

To ensure these collections are always available for consultation they are not generally available for loan.

Should you require access to material not held in your local library please ask staff or make use of the several hundred on-line resources available only to library members via Highland Libraries On-line.

For the full policy on Reference and Local History material visit [www.highland.gov.uk](http://www.highland.gov.uk) and follow the links to Highland Libraries or, for local history information visit [www.ambaile.org.uk](http://www.ambaile.org.uk) the Highland Council's bi-lingual website for Highland history and culture.

## **Legislation**

The Highland Council meets all the requirements placed on it by Acts of Parliament relating to copyright, data protection, freedom of information and other legislation. In offering the public access to books, music, CDs, videos, DVDs, e-content and e-learning resources The Highland Council expects that library users will meet all relevant legislation requirements.

## **Consideration of others**

Library users and staff are entitled to expect a safe, neutral, if often lively environment. To enable this:

Eating and drinking is not allowed except in designated areas or with Highland Council staff consent.

Except with prior permission from staff the only animals allowed into the library are those accompanying people with disabilities.

Users of library computers and access to the Internet are subject to The Highland Council's Acceptable Use Policy.

Community events and displays are welcomed but can only take place in Highland Council library premises with staff consent.

To ensure fairness to all, petitioning, canvassing, and selling items on library premises can only take place in Highland Council library premises with staff consent.

Anyone who causes offence to or endangers other library users or staff will be asked to leave and may be reported to the appropriate authorities.

### THE HIGHLAND COUNCIL

#### THE USE OF COMPUTERS, THE INTERNET AND ELECTRONIC MAIL

**The Highland Council** is pleased to offer access to the Internet. The computers may be used for traditional purposes such as word processing, spreadsheets or databases, but should you wish to use email or the Internet you must show that you accept the guidelines and rules by signing the accompanying form. Parents and guardians must sign on behalf of those under 16.

#### Safety

Access to e-mail and the Internet will enable you to explore thousands of libraries, museums, and other repositories of information and to exchange personal communication with Internet users around the world. You should be aware that some material accessible via the Internet is illegal, defamatory, inaccurate, pornographic, obscene or potentially offensive in other ways. Parents and guardians of minors are responsible for setting and conveying the standards that their children should follow when using media and information sources. Users under 8 years of age should be supervised in a school setting and accompanied by a parent or guardian in other Council facilities.

#### Terms of Use

1. The use of the network is a **privilege** not a right, and may be taken away if abused. The user is personally responsible for his/her actions in accessing and utilising the computer and through it the Internet.
2. **Privacy** – Network administrators may review communications to ensure that the system is used responsibly.
3. **Storage capacity** – Users are expected to remain within allocated disk space where applicable and delete e-mail or other material, which take up excessive storage space.
4. **Illegal copying** – Users should not download or install any commercial software, shareware, or freeware onto the computer's hard disk or network drives. Copying other people's work or intruding into other people's files is not permitted.
5. **Abuse of Password or Pin Numbers** - Passwords or Pin numbers should be held as private information and not disclosed to anyone else.
6. **Unacceptable use of the Internet** – Unacceptable use of the Internet may result in this privilege being withdrawn and may be reported to the Police. Users should not use Council computers to submit, publish, display, download or transmit any information which:

- Damages the computer system or network in any way - (Users should not amend or delete programmes on the computer or introduce their own programmes).
- Is considered shareware or freeware
- Is illegal because it violates copyright laws, Data Protection, the Freedom of Information Act or any other legislation
- Is harmful to any other person.
- Encourages illegal behaviour
- Involves anonymous communication

7 **The Highland Council** gives no warranties with respect to Internet service and it specifically assumes no liability for:

- the content, accuracy or quality of any advice or information received by the User from any Internet source or any costs or charges incurred as a result of seeing or accepting such advice or information.
- any costs, liability or damages caused by the way the User chooses to use his/her Internet access
- any consequences of service interruptions or charges
- loss of personal data, files or other information