

CITY OF
CANADA BAY
LIBRARY
SERVICES

CHILDREN, YOUNG PEOPLE AND LIBRARY SERVICES POLICY

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Contents

Objectives	3
Scope	3
Definitions	3
Parental Responsibility Statements.....	3
Access to resources.....	3
Unattended children	4
Child Safe, Child Friendly Principles	4
Responsibilities.....	4
Procedures	4
Complaints.....	4

Objectives

The City of Canada Bay Library Service is committed to serving the information and recreation needs of children and young people. The Library strives to provide a welcoming environment and provides targeted resources and programs to meet the needs of children and young people.

Scope

The City of Canada Bay Library Service provides a range of materials and services aimed at serving customers 18 years and under. The Library also supports children and young people through the provision of programs that foster an appreciation of literature and promote the development of information literacy skills and assist school students.

The City of Canada Bay's Library services to children and young people include:

- Fiction, non-fiction and recreational books
- Magazines
- CDs
- Computer and Internet access
- Assistance from specialist and general staff in accessing collections and information
- Homework help
- DVDs
- Pre-school story time
- Baby rhyme time
- Space for activities and study

Definitions

'The City of Canada Bay Library Service' or 'the library' refers to Concord and Five Dock libraries.

Parental Responsibility Statements

Access to resources

Library staff guide and assist children and young people in finding and accessing resources appropriate to particular interests and inquiries. However, it remains the parent's/ carer's responsibility to set any boundaries or restrictions on materials accessed.

The City of Canada Bay Library Service's general collections may contain publications that have been classified 'Unrestricted' and films that have been classified 'G' (General), 'PG' (Parental Guidance) or 'M' (Mature) in accordance with the Classification (Publications, Films and Computer Games) Act 1995 (Commonwealth). This material is available to all persons, including young persons, without restriction.

Parents and guardians are responsible for ensuring that their child's selection and use of materials in the Library's general collection accords with any restrictions the family may wish to set. The City of Canada Bay Library encourages parents/ and guardians to consult with their child to develop clear rules regarding access to resources that accord with the family's personal values and beliefs.

The Library promotes and supports children's and young people's access to information, including electronic information through its Internet facilities. Library staff are available to assist children and young people in the use of the Internet and to recommend websites on particular subjects. A number of appropriate websites have been selected for inclusion in the Library's electronic collections.

Parents/guardians are responsible for their child's use of the Internet in line with the Library's Public Internet and Computer Use Policy.

Unattended children

Young people in Year 4 and under who are visiting the library should be attended and adequately supervised by a responsible adult. Unsupervised children can be at risk in any public place, including public libraries. City of Canada Bay Library Service staff do not supervise children in the library, and there is a risk that unattended children may leave the library at any time, hurt themselves or be approached by strangers. In addition, libraries do not have the facilities to attend to children who are sick, injured or hungry.

Children left unattended in a public place may be classed as a child or young person at risk of harm under Section 23 of the Children and Young Persons (Care and Protection) Act 1998 and may be reported as such to the Director-General of the Department of Community Services.

Parents who leave a child unattended in a public library are exposing their child to potential harm and may be committing an offence under Section 228 of the Children and Young Persons (Care and Protection) Act 1998 (NSW).

Young children left alone in a library can become distressed, bored or disruptive. Children and young people who disturb other library customers may be removed from the Library under clause 17 of the Library Regulation 2005.

Child Safe, Child Friendly Principles

The City of Canada Bay provides a child-safe, child-friendly library service. The NSW Commission for Children and Young People promote child-safe and child-friendly policies and practices. These are defined as follows:

- Child-safe means taking steps to keep children safe from physical, sexual or emotional abuse.
- Child-friendly means children are valued, respected and included so they feel confident they will be listened to.

Responsibilities

Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

Procedures

Specific procedures for the implementation of this policy are clearly outlined in City of Canada Bay Library Service's Procedures Manual.

Complaints

- Any complaint or appeal will be dealt with in the first instance by the Shift Supervisor. Complaints or appeals may also be emailed to library@canadabay.nsw.gov.au.
- Complaints or appeals that cannot be resolved at this level will be referred first to the Concord, Five Dock or Client Services Co-ordinators and if still unresolved to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:

The General Manager
City of Canada Bay
Locked Bag 1470 Drummoyne NSW 1470
Email: council@canadabay.nsw.gov.au