



**WIMMERA
REGIONAL LIBRARY
CORPORATION**

your local library

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BULOKE SHIRE COUNCIL
HORSHAM RURAL CITY COUNCIL
HINDMARSH SHIRE COUNCIL
NORTHERN GRAMPIANS SHIRE COUNCIL
WEST WIMMERA SHIRE COUNCIL
YARRIAMBIACK SHIRE COUNCIL

21 February 2017

Mr David Leahy
Chief Executive Officer
West Wimmera Shire Council
PO Box 201
EDENHOPE 3318

Dear Mr Leahy,

Re: Service and Funding Agreement 2017-2020

The attached Service and Funding Agreement has been reviewed and was adopted by the Regional Library Board at the Board Meeting held 17 February 2017.

The agreement outlines the responsibilities of both parties. The updated document remains unchanged from the previous agreement.

I would ask that Council sign and seal both copies of the Agreement and return to me at your earliest convenience. Once the Library seal has been applied 1 copy will be returned to Council for your records.

Yours sincerely

Ann Twyford
Chief Executive Officer

Service and Funding Agreement

2017 – 2020

West Wimmera Shire Council
and
Wimmera Regional Library Corporation

Schedule A: General Conditions

Schedule B: Funding Arrangements

Schedule C: Core Services

Schedule D: Base Level Services and Standards

Schedule E: Added / Modified Services

Appendix 1: Maintenance of Library Premises

The Agreement:

This Service and Funding Agreement is made on 1 July 2017, between the West Wimmera Shire Council, established as a body corporate under an order in Council made pursuant to the Local Government Act 1989, 49 Elizabeth Street, Edenhope, Vic., 3318

THE COMMON SEAL OF WEST WIMMERA SHIRE COUNCIL
was affixed hereto by authority of the
Council under the Local Government Act
1989 in the presence of:

..... Councilor

..... Councilor

.....Chief Executive Officer Dated.....2017

AND

The Wimmera Regional Library Corporation.

Signed and sealed for and on behalf of the Wimmera Regional Library Corporation

THE COMMON SEAL OF WIMMERA REGIONAL LIBRARY CORPORATION
was affixed hereto in the presence of:

..... Member of the Board

..... Member of the Board

.....Chief Executive Officer Dated.....2017

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Introduction:

This Service and Funding Agreement details the responsibilities and obligations of the Wimmera Regional Library Corporation and the six councils served by the Library Corporation. The Agreement is an extension to the Wimmera Regional Library Agreement and constitutes a legally binding contract between the parties to the Agreement.

Recitals:

1. The Buloke Shire Council, Hindmarsh Shire Council, Horsham Rural City Council, Northern Grampians Shire Council, West Wimmera Shire Council and the Yarriambiack Shire Council (the member councils) established the Wimmera Regional Library Corporation (WRLC) on 16th April 1996 and are signatories to the Regional Library Agreement.
2. The Regional Library Agreement establishes the Wimmera Regional Library Corporation (WRLC) as an independent corporate entity, sets out the parameters within which the WRLC may operate, establishes an obligation to comply with the relevant sections of the Local Government Act 1989 and Corporations law, and prescribes a number of key reporting and operating requirements. The latter includes Clause 7.3 which specifies that service agreements should exist between the WRLC and member councils.
- ~~3.~~ The member councils contribute funds to the WRLC to provide public library services across their municipalities, with the exception of the Buloke Shire Council where service is provided to the areas of the former Shires of Birchip and Donald. In aggregate, library services are provided across an area of approximately 42,000 square kilometres to a population of approximately 51,250 (ABS June 2012)
4. The member councils provide, maintain and, where necessary, replace buildings, furniture and fittings suitable for the delivery of library services. The member councils also secure, clean and maintain these assets, including associated areas, such as gardens, paths, exterior signs and parking areas.
5. The **WRLC's** mission is to provide library services that are relevant to the current and future informational, recreational, educational and cultural needs of the communities served.

Scope of Service and Funding Agreement:

1. This Service and Funding Agreement will specify the base (i.e. minimum) level services and standards to apply across the region, as well as council-specific arrangements for added and/or modified services.
2. This Agreement operates in conjunction with and supports the underlying principles and objectives of the Regional Library Agreement.
3. This Agreement comprises five principal parts. These are:
 - (a) Schedule A which details the general conditions of this Agreement;
 - (b) Schedule B which details the funding arrangements;
 - (c) Schedule C which details the WRLC's obligation with respect to core services;
 - (d) Schedule D which specifies the base level services and standards which will apply to all member councils;
 - (e) Schedule E which specifies those added and/or modified services which councils have negotiated directly with the WRLC.
4. This Service and Funding Agreement will apply for a period of three years from 1st July 2017 to 30th June 2020.

SCHEDULE A: GENERAL CONDITIONS

This schedule sets out the general conditions that will apply to all member councils and the WRLC in relation to the provision of public library services.

1. Governance:

1.1 Clause 3 of the Regional Library Agreement specifies that the WRLC will be governed by a Board consisting of the following members:

- (a) One Councillor appointed by each Council;
- (b) One other person appointed by each Council;

1.2 The Library Board will meet a minimum of six times each year;

1.3 Persons accepting a position on the Library Board will:

- (a) Participate in an induction program to acquire the understanding of library operations necessary to effectively fulfill the duties of a Board member;
- (b) Be an active and visible supporter of the library service;
- (c) Consider matters before the Board from a regional perspective, as well as from the perspective of the member council represented;
- (d) Make full and accurate reports of Board and WRLC matters to the member council represented;
- (e) Act as an advocate for the WRLC to influence the allocation of resources and service delivery in all dealings with external parties, including the member council represented.

1.4 The Chief Executive Officer appointed by the Board will:

- (a) Ensure compliance with financial and statutory requirements;
- (b) Administer the delivery of library services across the region;
- (c) Advise, assist and support the Board in the execution of its duties, with particular emphasis on policy development and strategic planning;
- (d) Perform other duties and responsibilities imposed under the Local Government Act 1989 and the Regional Library Agreement;

1.5 Urgent Business:

When the Board must make a decision between meetings, a decision may be made by circular resolution. In carrying out a vote by circular resolution, the CEO must attempt to contact all Board members. A circular resolution will be taken to be carried only when the majority of board members vote in the affirmative.

Where the Board conducts a vote by circular resolution, the outcome of the vote is to be tabled at the first Board meeting held after the conclusion of the voting period specified in the message seeking the vote and recorded in the minutes of that meeting.

2. Policies and Standards:

The WRLC will provide and manage library services that conform to relevant national, state and local government policies and standards, as well as those policies and standards set by the WRLC Board.

If, for any reason, this is not achievable, the WRLC will report those areas of non-conformance to the Library Board and recommend appropriate strategies to achieve conformance. Where the non-conformance creates or may create a public or occupational health and safety risk, the WRLC will take immediate action to eliminate the risk, including the temporary or permanent closure of library services if appropriate.

3. Advocacy:

The WRLC will act as advocate for existing and prospective library users and will make representations to councils, government bodies and other organisations and individuals to influence the allocation of resources assigned to the WRLC and the public library sector generally.

4. Accountability and Reporting:

The WRLC will comply with all direct and indirect accountability and reporting requirements imposed legislatively or through agreements entered into by, or on behalf of, the WRLC. These agreements include, but are not limited to:

- International accounting standards
- The Local Government Act 1989
- The Regional Library Agreement
- The Funding and Service Agreement between the WRLC and the Department of Planning and Community Development
- This Service and Funding Agreement

5. Insurance:

5.1 The WRLC will ensure that adequate and current insurance cover is maintained for:

- Work Cover
- Public Liability
- Professional Indemnity
- Industrial Special Risk
- Contents
- Motor Vehicles
- Other insurances as required

5.2 Member councils are responsible for the insurance of assets used by the WRLC, but owned and maintained by those councils.

5.3 At the WRLC's discretion, insurance may be arranged through member councils and reimbursed by the WRLC.

6. Dispute Resolution:

6.1 If there is a dispute or difference between the parties in connection with this Agreement, the parties undertake to use all reasonable endeavours to settle the dispute or difference by negotiation.

6.2 If the parties cannot settle the dispute within 21 days, the matter shall be determined as a dispute under the Commercial Arbitration Act 1984 and the arbitrator's decision shall be final and binding on the parties.

6.3 The parties to the arbitration shall be responsible for their own costs and, unless otherwise determined by the arbitrator, share the arbitrator's costs equally.

7. Agreement Review:

The Agreement will be reviewed at least once every three years, six months prior to the end of each period. However, where changes to the Local Government Act 1989 have a significant impact on the Agreement, such changes are to be accommodated within the Agreement at the earliest opportunity.

8. Termination of the Agreement:

8.1 There are no provisions for early termination of this Agreement on the grounds of a party or parties wishing to downgrade the base level services and standards specified at Schedule D.

- 8.2 Parties wishing to terminate any or all of the added/modified services specified at Schedule E may only do so by approval of the Library Board and agreeing to compensate the other member councils for any costs or contingent liabilities incurred as a consequence of their action(s).
- 8.3 If the Agreement is terminated as a consequence of the WRLC being dissolved, or a party or parties withdrawing from the WRLC, then the relevant conditions from the Regional Library Agreement will extend to this Agreement.

SCHEDULE B: FUNDING ARRANGEMENTS

To maintain the provision of library services, the WRLC requires funding support from the member councils and other parties. This schedule expands on clause 9 of the Regional Library Agreement and establishes the responsibilities of the member councils with respect to funding current and future library operations.

1. Source of Funds:

The WRLC may fund its operations from a variety of sources, including:

1.1 Contributions by member councils in accordance with the funding formula approved by the Library Board. (Refer to Schedule B section 5.);

1.2 A government contribution in the form of the State Government's Public Libraries Grant and other specific funding programs which apply from time to time. Such contributions will be paid directly to the WRLC;

1.3 Revenues earned from fines and charges;

1.4 Interest on investments;

1.5 Donations in the form of bequests and contributions;

1.6 Borrowings in accordance with the conditions imposed by section 197A of the Local Government Act 1989.

In addition to the above sources, funds may also be drawn down from accumulated reserves if deemed appropriate by the Library Board.

2. Application of Funds:

The funds available to the WRLC will be applied to:

2.1 Operating costs of the library service, including expenditures in relation to static branches, the mobile library and headquarters;

2.2 Capital requirements of the library service, including the amount required to maintain the WRLC's materials collection in accordance with the Collection Management Plan and the amount required for the acquisition of other fixed assets, whether new or replacement;

2.3 Ensuring that adequate provision is made to meet the WRLC's future obligations with respect to staff entitlements for sick leave, annual leave and long service leave, and that payment is made in accordance with statutory requirements to approved superannuation funds;

2.4 Investing in financial instruments authorised by the Local Government Act 1989 and other governing agreements;

2.5 Repaying borrowed funds;

2.6 Retaining funds for future purposes.

3. Specific Funding Requirements:

In allocating funds, the following conditions will apply:

3.1 The Board will not approve budgets that would result in an operating deficit;

3.2 Capital contributions are not to be used for operating purposes;

3.3 Government and other grants are to be applied in accordance with the terms and conditions applicable to such grants and are not to be used for other purposes unless prior permission is obtained in writing from the provider of the grant;

3.4 Funds will not be applied to severance payments incurred as a result of decisions made by a member council(s) to restructure branch operations. Although severance payments (as specified by the Enterprise Bargaining Agreement) will be disbursed by the WRLC, the member council(s) will be wholly responsible for funding such payments.

4. Funds Management Responsibility:

As an independent corporate entity, the WRLC will manage the acquisition, application and investment of funds. It is at the WRLC's discretion whether this responsibility is met internally or contracted, wholly or in part, to third parties.

5. Funding Formula:

Clause 9.2 of the Regional Library Agreement requires the Library Board to agree on a funding formula to determine the financial contributions to be made by the member councils:

- 5.1 For each static service point, the net recurrent expenditure will be wholly borne by the member council for the municipal district in which the service point is located. (Recurrent expenditure is the difference between revenues earned from branch operations and operating costs, excluding depreciation and capital expenditures);
 - 5.2 The revenues and expenditures associated with the mobile library service will be shared between the member councils by apportioning each item in accordance with the criterion deemed to be the most equitable;
 - 5.3 The revenues and expenditures associated with the WRLC's headquarters unit will be shared between the member councils by apportioning each item in accordance with the criterion deemed to be the most equitable. In making such apportionments, the following conditions will apply:
 - (a) Revenues and expenditures incurred specifically in relation to non-base services will be identified and allocated to the corresponding non-base services;
 - (b) No member council will incur increased costs as a result of other councils significantly reducing the level of branch services primarily to reduce operating and overhead costs;
 - 5.4 Capital expenditures (including amounts transferred to reserves) will be apportioned between the member councils in a manner that equitably reflects the intended use of the assets acquired. This will include additions to the library collections, which will be apportioned in accordance with the allocation criteria specified in the WRLC's Collection Development Plan;
 - 5.5 The base for the apportionment of revenues and expenditure across the member councils will be the WRLC's Annual Budget as determined prior to 30 April each financial year, against which the principles outlined in sections 5.1 to 5.4 will be applied to calculate the financial contribution to be made by each member council.
6. Timing of Contributions:
- Member councils will remit their financial contributions in four quarterly installments payable on the first day of July, October, January and April of each year:
- 6.1 If the financial contributions payable by the member councils have not been finalised and approved by each Council prior to 1st July of each year,

the first installment shall be the same amount as was paid by Council for the previous quarter. Adjustments will be incorporated in the second installment;

- 6.2 All other contributions received by member councils on behalf of the WRLC will be remitted to the WRLC no later than one month following receipt of such contributions. Wherever practicable, member councils will make arrangements for contributions intended for the WRLC to be paid directly to the WRLC;
- 6.3 Any amounts payable by member councils to the WRLC that are in arrears by 14 days or more will attract interest from the date the amount became due until the date it is received by the WRLC. The interest charged will be calculated monthly at the rate fixed for the purposes of section 172 of the Local Government Act 1989.

SCHEDULE C: CORE PUBLIC LIBRARY SERVICES

As the recipient of a State Government Public Libraries Grant, the WRLC is required to provide a range of core services as part of the public library role carried out by the organisation. Core services can be classified as basic services which are free of charge, as distinct from value added services for which charges may, at the Library Board's discretion, be imposed.

The definitions of basic and value added services currently recognised and endorsed by the Victorian Public Library and Information Network are repeated below.

1. Core Services - Basic:

Basic public library services are those which:

- 1.1 Provide free entrance to the library;
- 1.2 Provide access to the library's information resources, regardless of the format in which material is held, and including print, tape, disk, CD ROM and networked electronic resources.

Free access to networked information resources must be provided at each library branch to a level sufficient to meet a reasonable volume of demand.

Charges may be levied for some forms of Internet use, where the nature of the use is not primarily focused on information. Such uses include receiving and sending e-mail, Internet chat, and financial transactions. Such charges are to be approved by the Library Board.

In order to meet equity, disability and related requirements, the Corporation will consider providing more liberal access to some users;

- 1.3 Provide assistance with the use of the collection and with reference enquiries;
- 1.4 Provide training in the use of public access catalogues;
- 1.5 Lend items from the collection to members of the public for specific periods of time;
- 1.6 Educate the public in the effective use of public libraries;
- 1.7 Provide special programs such as story-telling;

1.8 Provide any additional service which enables access to other basic services (For example, books on wheels services and bulk loans).

2. Core Services - Value Added:

Libraries sometimes charge for services which provide greater ease of access, convenience or private benefit, and which may attract additional costs to the library service provider. These services are distinguished from the basic services listed above. They may have a higher level of value added by the library. Other services include:

2.1 Use of remote online resources where access is only obtainable by payment of a specific per use charge, but excluding use of online resources which are paid for by subscriptions, site licenses or other non-use based charges;

2.2 Providing access to loans from collections outside the public/State library network, such as academic, government or special libraries;

2.3 Reserving specific items in library collections, such as bookclub stock;

2.4 Providing printed or electronic copies of materials held or accessed by the library;

2.5 Providing for public use standard office software, such as word processing and database software;

2.6 Requiring staff to undertake research, to write reports, or to provide other high level support;

2.7 Providing any service which attracts an external service charge, e.g. on-line database searching, speakers, theatre performances.

In the case of services not defined as basic, the Wimmera Regional Library Corporation will be free to determine those services which would attract a charge providing that due consideration is given to the possible impact on neighbouring library services caused by such decisions.

SCHEDULE D: BASE LEVEL SERVICES & STANDARDS

This schedule focuses on establishing the base level services and standards to apply to library services provided by the WRLC. By establishing a base level, the opportunity is created for the member councils to negotiate further council-specific services with the WRLC in order to customise services to the particular needs of their communities. This may take the form of additional services such as extended opening hours and/or providing different services not included within the base level.

1. Accessibility:

In order to ensure that **the region's library services are reasonably accessible** to all members of the community, the following base level standards will apply:

- 1.1 Access to the core library resources (Schedule C Section 1) and assistance with their use will be free of charge;
- 1.2 Members will have free access to all loan items in the WRLC's **collection** regardless of location and may return borrowed items to any of the WRLC's service points;
- 1.3 Membership is free and available to any resident of Victoria upon providing proof of identity and residence;
- 1.4 Individual membership records will remain confidential. Aggregate data may be drawn from these records, but will in no way identify or enable individuals to be identified;
- 1.5 Members are to be provided with information about library services and **members' rights and responsibilities and are entitled to borrow immediately** upon joining;
- 1.6 Institutional membership will be available to commercial organisations and not for profit organisations;
- 1.7 Library service points will fully comply with relevant public and occupational health and safety requirements in order to provide safe access to and use of facilities for all members of the community;
- 1.8 Library service points will be open to the public, barring exceptional circumstances, for the hours established by the Library Board. When determining library hours, the Board shall endeavour to structure the hours

in a manner which maximises accessibility for all sections of the community served;

1.9 Departures from the agreed schedule will be allowed for gazetted public holidays and any early closing periods at, e.g., Christmas and Easter. Notice of closures will be provided to the member councils and notices will be prominently posted at the service points at least 30 calendar days prior to closure, except in exceptional circumstances;

1.10 Member councils will maintain the library service points to the standard set out in Appendix 4. The WRLC will inform the member councils of the need for any maintenance or repair tasks and an annual Facilities Review will be undertaken jointly by the WRLC and the member councils.

2. Circulation:

The core service provided by the region's libraries is that of lending materials (both physical and digital) to library members for periods established by the Library Board. To ensure that an appropriate balance is maintained between customer service and operating effectiveness, the following base level standards will apply:

2.1 Library users will receive courteous attention and prompt service at the circulation desk. Borrowers will not be required to wait more than five minutes, except under exceptional circumstances;

2.2 Return dates for borrowed items will be provided in writing at the time of borrowing;

2.3 Items may be returned to any service point in the region;

2.4 Returned items will be processed and returned to shelf, or available for transfer to the host branch, no later than close of business on the next opening day;

2.5 For inter-branch requests, 95 per cent of shelf items will be available for transfer at the next scheduled courier delivery/pick-up;

2.6 Loan renewals may be made in person, via the telephone or via the WRLC's web site;

2.7 Members' borrowing entitlements will be reviewed by the Library Board at least once every two years to ensure that the adopted practices are consistent with socially responsible use of the collection;

2.8 Loan periods on digital materials are determined by the vendor.

3. Collection Management:

Building and maintaining a collection that is relevant to the community's needs in both scale, quality and variety of format, is fundamental to the provision of an effective library service. The collection encompasses physical material, digital material and access to digital portals (subscriptions). The management of these formats will vary. Similarly, managing the collection through the various stages from selection to disposal of materials will require adherence to the following base standards:

3.1 A Collection Management Plan which incorporates a five year plan to revitalise the collection will be prepared and reviewed annually;

3.2 The collection will be aggressively weeded to identify and remove from display, those materials that:

- (a) Are irretrievably damaged;
- (b) Have not been borrowed for two years;
- (c) Are out of date and/or could present misleading information to patrons;

The weeding process is also to identify materials that have not been borrowed and ascertain whether such materials should be relocated to other service points or disposed of;

3.3 Review all materials prior to disposal to ensure that items of value, historical significance or potential use are retained within the region;

3.4 The rate of acquiring new materials should be set at a level which enables community demand to be met and acceptable collection turnover rates to be achieved. Industry standards indicate that this would require an acquisitions strategy geared towards a collection of at least 1.8 items per capita, with 10 per cent of the collection replaced per annum;

3.5 Materials selection and acquisition will be the responsibility of the WRLC's Headquarters and will take place through a combination of the following activities:

- (a) Direct purchases from suppliers. Selections will be made predominantly by the Headquarters, but an allowance will be provided to the Branch Librarians/Officers to benefit from their knowledge of local preferences;
 - (b) Purchases via consortium arrangements with other library services;
 - (c) Acquisition of materials from other sources;
 - 3.6 Following receipt, new library materials will be catalogued and available on shelves no later than:
 - (a) One week for periodicals;
 - (b) Two weeks for items requested by patrons or purchased to fulfill reservations;
 - (c) Five weeks for all other items;
 - 3.7 Allocate materials to service points using the criteria in the Collection Management Plan, which will take into account the service point profile, expressed and anticipated community needs and preferences, collection size and the existing collection;
 - 3.8 Headquarters and branch staff will monitor collection performance in order to build their knowledge of the community's preferences and refine the selection process.
4. Catalogues and Location Aids:
- Library users select materials and access information in a variety of ways ranging from browsing the shelves to pre-selecting items prior to their visit. To aid this process the WRLC will comply with the following minimum standards:
- 4.1 The Library website and on-line public access catalogues (OPACs) will accurately reflect the Library's holdings, including the location and status of items;
 - 4.2 At least one OPAC terminal will be provided at each service point. Additional terminals will be provided based on user demand;
 - 4.3 Catalogue entries will be accurate, up-to-date and include sufficient detail to enable users to find the required information;
 - 4.4 Signage which assists users to easily locate items and facilities will be provided at all service points.

5. Reference and Information Services:

The following minimum standards will guide the delivery of such services:

- 5.1 Access to the reference and information resources of the region and assistance with their use will be free of charge to those eligible for membership. Where it is necessary to access external information sources and/or inter-library loans, any significant costs incurred may be recovered from the enquirer;
- 5.2 The region's services may be accessed in person, by telephone or via the WRLC's web page;
- 5.3 Staff will be trained in the use of reference resources available in the region, whether provided in print or non-print formats. Staff will also be trained in the skills of conducting reference interviews and will have knowledge of the general resources available from common referral points;
- 5.4 80 per cent of reference enquiries will be answered or acknowledged within five minutes. Persons in extended queues will be informed of the expected waiting time;
- 5.5 When an enquiry cannot be satisfied from resources within the service point, further research or referral will be undertaken and the enquirer will be advised of the expected time frame;
- 5.6 Photocopy services will be provided at all service points. Charges for photocopies will be reviewed annually;
- 5.7 The WRLC will periodically review its ability to deliver more effective reference services across the region.

6. Information Technology and Technology Support:

Information technology-based library services are an expected component of the service mix provided by public libraries:

- 6.1 The provision of information technology based services is supported by the WRLC's Information Development Strategy Plan;
- 6.2 Charges may be imposed for the use of public access IT facilities. Charges may be imposed for:
 - a) Use of computers by non-library members;
 - b) Printing materials generated during the use of public access IT facilities;

- c) The provision of consumables such as compact discs, USBs;
- 6.3 All public access IT facilities (including OPACs) will be maintained in working order. PCs and OPACs will be on-line, or capable of being on-line, for 95 per cent of the opening hours of the service point, except where external causes such as power or telecommunications failures create the down-time. Failures involving critical equipment will be rectified within the next open day of the service point;
- 6.4 All staff will be trained in the use of the Internet and PC-based information technology and will facilitate basic access for the public as required;
- 6.5 Where appropriate, staff will also receive basic training in the use of public access PC software programs for word processing and spreadsheets in order to facilitate basic public use;
- 6.6 The WRLC will participate in relevant programs and initiatives as a means of planning for and developing the necessary infrastructure to enhance the services provided to the community. Any involvement in such programs will be reviewed annually to determine their ongoing relevance and benefit to the WRLC.
- 7. Library Programs:
 - 7.1 The WRLC will provide regular Story time sessions for pre-school children. Means by which to introduce Story time sessions to the region's more remote areas will be continuously pursued;
 - 7.2 The WRLC will promote and participate in appropriate literary programs;
 - 7.3 The WRLC will take part in other events as deemed appropriate by the Library Board. These may include the provision of stands or information displays at events such as field days, local festivals and shire service days.
- 8. Mobile Library:

The mobile library service provided by the WRLC is integral to the delivery of library services across the region. To ensure the ongoing value of this service, the WRLC will comply with the following base level standards:

- 8.1 A mobile library service will be provided to areas with limited access to static libraries. Areas deemed to have limited access will, for the purposes of this Agreement, be at least 25 kms from the WRLC's nearest static library;
- 8.2 The location for mobile library sites will be required to satisfy the following criteria:
- (a) Be in close proximity to community facilities where people naturally congregate;
 - (b) Be visible to passing vehicular and pedestrian traffic;
 - (c) Have safe access to power and communications;
 - (d) Cater to the general community, rather than be a special purpose visit to specific groups or organisations;
- 8.3 The number of mobile library sites operated by and for the WRLC with one vehicle will not exceed twenty;
- 8.4 Member councils will ensure that mobile library sites are:
- (a) Constructed from all-weather materials such as bitumen or concrete, with adequate access and forward egress for an articulated vehicle. The pad on which the trailer will be parked during visits is to be even and level, with adequate sealed approaches for pedestrians;
 - (b) Regularly maintained and kept free of hazards such as overhanging tree branches;
 - (c) Provided with adequate parking for patrons;
 - (d) Clearly designated as "no parking" areas, at least on days when visits are scheduled;
 - (e) Provided with clearly visible signage which shows opening hours and contact details for the WRLC and the member council. The signs will be kept current and regularly maintained;
 - (f) Provided with power and communications via a locked service box adjacent to the site. The service box will be located and maintained in accordance with relevant workplace health and safety regulations;
- 8.5 The mobile library's opening hours are subject to a pre-determined schedule and will be periodically reviewed to meet the changing needs of the community;

- 8.6 In the event that sites are removed from service, the member council responsible for the site will continue to meet the costs of providing the scheduled service(s) for the duration of this Agreement, unless alternative arrangements are made with the Library Board;
- 8.7 The WRLC will maintain the mobile library vehicle in a clean and roadworthy condition at all times.

SCHEDULE E: ADDED/MODIFIED SERVICES

Appendix 1

Maintenance of Library Premises

1. Member councils are required to nominate a responsible person to whom all requests for repairs and maintenance of Library premises may be directed. Similarly, the WRLC is required to nominate a liaison person for such matters;
2. Repair and maintenance issues may be reported by the WRLC in person, via telephone or in writing via email, facsimile or letter;
3. Urgent repairs that are necessary for the security of buildings and their contents, or faults which present a health and/or safety hazard to Library staff and/or the public must be attended to within four hours of the report and the WRLC CEO notified of the outcome and/or the nature, appropriateness and likely longevity of any temporary arrangements that may have been made;
4. Cleaning of Library premises should occur outside operating hours for that location;
5. Daily cleaning includes but is not limited to:
 - a) vacuuming of carpeted areas and wet mopping of other floor areas;
 - b) dusting and wiping of all tables, desks, bench and other work surfaces;
 - c) cleaning of toilets toilet areas and replenishment of necessary supplies for those areas;
 - d) spot cleaning of glass doors and windows;
 - e) removal of rubbish from both inside the Library premises and outside entry areas;
6. Periodic cleaning should be undertaken by member councils in accordance with a schedule agreed between the member council and the WRLC. Periodic cleaning includes but is not limited to:
 - a) Carpet cleaning;
 - b) Window washing;
 - c) Floor waxing;
7. Litter in parking areas, gardens and other associated areas shall be removed at not less than weekly intervals. Should the amount of litter become excessive the WRLC may request Council to organize its removal within 24 hours;
8. The WRLC and member councils will develop a schedule of programmed maintenance to be undertaken by those councils to maintain Library premises, associated areas and relevant furniture and fittings.



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| COUNCIL POLICY | | |
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| COMMUNICATIONS POLICY | Policy No: | |
| | Adopted by Council: | 20 Feb 2014 |
| | Next review date: | 17 May 2017 |
| Senior Manager: | Chief Executive Officer (CEO) | |
| Responsible Officer: | Chief Executive Officer (CEO) | |
| Functional Area: | Chief Executive Officer & Governance | |
| | | |
| Introduction & Background | <p>The Council will reinforce its commitment to enhancing communications and work with residents to foster increased community involvement in council decision making.</p> <p>It is clear residents want to be more involved in the community and decisions which affect them; they want to have more influence in their future and they are looking to the Shire to work with them to achieve this. This policy reinforces and continues to develop our partnership with our residents.</p> | |
| Purpose & Objectives | <p>Council will continue to demonstrate a willingness to work closely with residents to identify a common vision for the shire and to put that vision into action. This policy builds on that willingness. The policy will provide a logical framework and foundation which is essential if Council is to create better partnerships with residents.</p> | |
| Policy Details | | |
| 1. | Definitions | |
| | <p>‘Communication’ in the context of this policy includes all written, verbal, electronic and personal interactions by all staff and elected members with any member of our community, visitors, all levels of government and other agencies.</p> <p>‘Considered’ means thoughtful, respectful and with regard to the receiver of the information.</p> <p>‘Timely’ means occurring within a suitable amount of time or occurring at a suitable time, particularly from the perspective of the receiver of the communication.</p> | |
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| 2. | Timely, considered, open and honest communications | |
| | <p>West Wimmera Shire Council is committed to timely, considered, open and honest communications.</p> <p>This commitment means we:</p> | |
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| | <ul style="list-style-type: none"> • Share knowledge and information (wherever legally possible). • Work to develop trust and positive relationships in our community. • Are proactive, innovative and creative communicators. • Have the will to implement this policy. <p>We will:</p> <ul style="list-style-type: none"> • Demonstrate a transparent willingness to work in partnership with people and organisations. • Encourage local knowledge and input. • Build community ownership in Council projects. • Involve the community in our plans for improvement and share successes. • Continue professional development in community engagement and communication processes. |
| 3. | <p>Principles</p> <p>This policy is underpinned by the following principles:</p> <ul style="list-style-type: none"> • Good communication driving cultural change and improving performance. • All communication will consider and value community perspectives. • All communication will be in plain English. • Good communication is both a duty and an opportunity and is everyone's responsibility. • All communication matters – equally. |
| 4. | <p>Purpose</p> <p>The purpose of this policy and guidelines is to:</p> <ul style="list-style-type: none"> • Promote an easy flow of communication between Council and Residents. • Raise awareness of community issues and Council's role in them. • Boost public confidence in the Council. • Provide a mechanism for seeking and acting on feedback. • Increase awareness of Council's procedures and responsibilities. • Tailor communication processes for targeted groups and projects. |



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| 5. | <p>Roles and Responsibility</p> <p>In accordance with section 73AA of the Local Government Act 1989, the Mayor is classified as the principal spokesperson. In addition to this, under section 94a of the Local Government Act 1989, the CEO is required to support the Mayor in the performance of their role and this will occasionally enable the Chief Executive Officer to speak Council issues. Senior Managers, may speak on operational matters relating to their specific department, with prior approval.</p> <p>The Mayor may delegate to Councillors to comment on specific areas of interest or committees that they are representing Council on. They are reminded that when making statements on behalf of Council, that they are required to state the position of Council on a particular item or issue. If the statements that they make are their own and not necessarily the collective view of the Council, they must make that clear via a disclaimer.</p> <p>Media inquiries may require a degree of research and this will dictate the response time. Where possible, they will be responded to as soon as possible.</p> <p>The CEO will ensure that appropriate processes are in place and adhered to by staff communicating with the media.</p> <p>It is the responsibility of Senior Management to ensure that appropriate and targeted consultation on community issues begins as early as possible to allow for community involvement and comment before decisions are made.</p> |
| 6. | <p>Implementation</p> <ul style="list-style-type: none"> ○ Council will commit to timely, considered, open and honest communication. ○ Council will continue to generate media releases ○ Council will continue to conduct community forums at Council meetings held 3 times per year at small town locations ○ Council will encourage community groups to include senior members of staff and Councillors in their meetings and planning. |
| 7. | <p>Methods</p> <p>Consultation and communication are the key means of understanding what our community wants and the actions that we may undertake.</p> <p>Communication with the community can be via:</p> <ul style="list-style-type: none"> • Paper: <ul style="list-style-type: none"> ○ Media releases ○ Advertisements ○ Brochures ○ Fact sheets ○ Annual report |



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- Photographs
- Council plan
- Public notice boards
- Signs
- Letter box drops
- Community/ service club newsletters
- Council forms/ applications
- Written material in plain English
- Letters via direct mail
- Invitations to attend council meetings.
- Electronic:
 - Media interviews, press, radio and TV
 - Website
 - Email mailing lists
 - Information and help lines
 - Telephone communication
 - Records management
 - Customer Requests system
- Face to face:
 - Council meetings
 - Community forums
 - Councillors Forums
 - Advisory committees to Council
 - Greater accessibility to senior staff and Councillors
 - Events
 - Word of mouth
 - Workshops
 - Partnerships with other organisations
 - Opportunities to make submissions
 - Presentations
 - Public displays
 - Onsite inspections



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| 8. | Monitoring and Evaluation |
| | <p>This policy will be monitored against the Council Plan throughout the year and will be reviewed at a time period to be determined by Council. Evaluation will include:</p> <ul style="list-style-type: none"> • Attendance at community forums. • Number of people involved in working groups. • Annual <i>Local Government Community Satisfaction Survey</i> results. |

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|-------------------------|---------------------------|------------------------|-------------------|
| Policy Adopted: | Ordinary Meeting 20/02/14 | Minute Book Page 25449 | RecFind 14/000743 |
| Policy Reviewed: | Ordinary Meeting 17/05/17 | Minute Book Page | RecFind |
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