



YOUR LIBRARY

Library Events Policy

Approval: Board

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It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively and noted in document history.

Document History

Date	Change Type	Version	Review Year
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1. Introduction

Our Mission is to provide something indispensable and enriching every day – for free – to everyone in the community.

Your Library Ltd (YLL) hosts a range of events and activities that support our mission to provide enrichment and opportunity for new learning experiences to all. The events program includes talks, hands-on activities, regular group meetings and participation in larger events. The events program is an opportunity for the library to continue its work promoting knowledge and access to information outside the confines of a book or database.

2. Definitions

Events Any activity organized by YLL staff

Calendar The Events Calendar and Booking system used by YLL

Partner Any individual or organization working with YLL to deliver an event.

3. Purpose

The events program forms part of these key directions in the Library Plan 2021-2025:

➤ **Key direction 1 – Literacy for all, reading for pleasure**

Events which promote reading and literacy; for example: author talks, book clubs, book chats, writing groups.

➤ **Key direction 2 – Connecting people to knowledge and each other**

Events which bring people together, celebrate diversity, provide opportunities to find out about local services and Council initiatives; for example: gardening groups, craft groups, movie chat groups, games sessions. The Library is a place to facilitate difficult conversations and promote a culture of truth telling.

➤ **Key direction 3 – Creative Learning – a rehearsal for life**

Events which support employment and skills for life, showcasing new technology and highlight services available to the community; for example: job seeking, planning for retirement, demonstrating new computer programs or teaching skills.

4. General Principles

The events program may be run under a general theme and each season should provide a variety of events to reflect community interests and support different learning styles and preferences.

Providing an opportunity for social connection is as important as formal content in a Library-run event.

Events are an opportunity to showcase the collection and extend learning opportunities through loans.

Library events are generally free of charge unless materials are being consumed, or catering is provided. If numbers are limited, and demand is high, a charge may be added to ensure a full-house. Events which provide participants with a tangible outcome may attract a charge. Your Library may host events delivered by partner organisations including member Councils, where a charge is required. Bookings for partner events may be made through the Your Library Events system, the partner's website, or a third-party booking platform. Decisions regarding charging are at the discretion of the organizer in consultation with the Corporate Manager – Customer Experience.

Age restrictions listed on the Calendar are to be adhered to. Children who are booked for an event that has an age range limit, but who fall outside the prescribed age range, may have their booking cancelled, or be asked to leave the event.

The YLL events program is designed to maximize access to experiences and opportunities for the whole community. People who book into multiple events may be asked to restrict their bookings.



5. Responsibilities

The events program has two streams: adult and children. The adult event program is mostly put together by the Branch Managers and Team Leaders under the overall coordination of the Corporate Manager – Customer Experience. The children’s program of events is mostly put together by the Children’s team under the supervision of the Manager Children’s Services. The Corporate Manager – Customer Experience has overall management of both programs.

All events run by YLL are listed on the Events Calendar. The calendar manages the bookings and creates the statistics and feedback. A printed ‘What’s On’ booklet is produced for each season of adult events and a printed School Holiday Program is produced each term. The organizer at branch level is responsible for ensuring all events are correctly listed on the Calendar. The Marketing and Graphic Design Coordinator is responsible for producing the printed ‘What’s On’ booklet each season and printed School Holiday Program each term.

6. Outcomes and Outputs

The events program is evaluated through a series of measures that indicate if the Key Directions are being met. These include, but are not limited to:

- Attendance
- Ratings
- Audience Feedback
- Staff feedback
- Ranked performance on PLV Annual Statistical Survey

7. Related Documents:

- Events Procedure
- Displays policy

8. Terms and Conditions of tickets to YLL events

- A valid ticket must be produced on request to gain entry to a ticketed event.
- Proof of booking should be retained for inspection on request, or to process any refund or exchange.
- Registered Carers may attend an event without charge if the person they care for is attending.
- Ticket holders should be prepared to produce valid identification (including Library Card) if required.
- If a charged event is cancelled or re-scheduled, YLL will use reasonable efforts to refund payments.
- YLL reserves the right to deny entry and to vary ticket prices to an event; and the right to vary the location and audience capacity.
- Late arrivals may be denied entry until a suitable break in the event.
- Disruptive audience members may be asked to leave the event, or the library.
- Unless permitted by YLL, cameras or audio or video recorders may not be used. Mobile phones are to be switched to silent during all events.
- YLL reserves the right to photograph events. Notices to this effect will be displayed prominently at the event location. Photographs of children cannot be used for publicity purposes without a signed Photographic Release form for each child.
- Closed-circuit television (CCTV) is used at some library locations to monitor the safety and security of visitors.
- In addition to these conditions, all participants at an event must abide by the YLL Code of Conduct.

