



**Title:** Collection of Information for Inclusion in the Community Information Database

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## 1. Purpose

The purpose of this policy is to clearly define the types of community organisations and services which are suitable, and not suitable, for inclusion in the City of Canterbury Library's Community Information Database (LINCS).

## 2. Objectives

The objectives of this policy are to:

- define the types of community organisations and services which are suitable for inclusion in the Library's online Community Information Database;
- define the types of organisations and services which are not suitable for inclusion in the database; and
- explain the conditions for the collection, retention and use of information in the database relating to suitable organisations and services.

## 3. Scope

This policy applies to any organisation, group or individual wanting to provide information about their organisation or services to be included in the Community Information Database.

## 4. Definitions

### **"City of Canterbury Library" or "the library"**

Refers to all branches of the library service (Campsie, Earlwood, Lakemba, Riverwood & the Home Library Service).

### **"Community Organisation"**

Refers to an organisation that is not for profit or organisations that offer services for free, or at minimum cost, to people in the City of Canterbury. This does not exclude state wide or Australia wide organisations that provide services to the people of Canterbury.

These organisations assist the community to access relevant services that help with their day to day lives and general well-being. This information should be readily available to everyone who resides, works or studies in the local area. It includes information relating to aged services, arts and culture, children and family, disability services, education, environment, faith, government and government representatives, health, indigenous, legal, multicultural, recreation, service and social groups, support services and youth services.

### **"LINCS Database"**

Refers to the Local Information Network for Community Services database (LINCS). This is an online database system which is administered by a private company, "Data Diction". It is run in a co operative manner with the various member groups which include local councils and other community or government based service providers. Canterbury City Council pays an annual fee to Data Diction for use and management of the database.

## 5. Principles

### 5.1 Suitability of Organisations

The library will collect information about community organisations and limit the listings to nonprofit educational, social welfare, cultural, public interest and recreational services. This does not exclude not for profit or organisations that offer services at minimum cost to people in the City of Canterbury.

Organisations or services promoting business or commercial ventures, political campaigns or viewpoints, will not be accepted for inclusion.

### 5.2 Currency of Information

Database listings will be checked for currency and updated annually unless notification is received of a change.

The library will contact each organisation or service with a request to verify the accuracy of the current information held. If the library does not receive a response to this request from a particular organisation or service within a reasonable amount of time and/or the accuracy of the information currently held cannot be verified, then the listing will be removed from the database.

Additional / updated information about a listed organisation or service may be submitted to the library at any time by an authorised representative of that organisation or service.

### 5.3 Information Collected

Library staff collect information about organisations that meet the inclusion requirements of this policy as outlined above in the "Suitability of Organisations".

In all instances the Manager Library Services reserves the right to refuse any organisation that is deemed to be unsuitable for inclusion in line with this policy.

### 5.4 Disclaimer

The inclusion of organisations in the Community Information Database does not imply endorsement by the library or by Canterbury City Council. A statement to this effect will be placed on the link initiating the on-line site.

## 6. Responsibilities

The Manager of Library Services, supported by the Community Information Librarian has responsibility for implementing this policy.

## **7. Complaints**

Any complaint / appeal will be dealt with in the first instance by the Community Information Librarian.

Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services.

If the customer remains unsatisfied, they may write to:

Mr. Jim Montague  
General Manager  
Canterbury City Council  
PO Box 77 CAMPSIE NSW 2194