

Custodial Operations Policy and Procedures

8.4 Inmate libraries

Policy summary

Libraries are set up and maintained for the use of inmates within correctional centres. They provide reading and resource materials of a general and legal nature.

The purpose of library services is to meet the recreational, educational, legal and other information needs of inmates during their imprisonment and to provide information which will help them to re-establish themselves in the community.

Management of Public Correctional Centres Service Specifications

Service specification	Rehabilitation and Reintegration
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Scope

This section applies to all correctional centre and other facilities administered by or on behalf of CSNSW.

It also applies to all CSNSW employees, and where relevant to other personnel such as Justice Health and Forensic Mental Health Network (JH&FMHN), contractors, subcontractors, and visitors.

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1 Policy

1.1 Library Services

All correctional centres with an average inmate population of 25 or more must have a library for the use of inmates, similar to a local public library.

All inmates within the centre may, subject to the rules of the library, use the facilities and services of the library. Information about access to the library and the services provided will be made available to all inmates.

1.2 Management

Corrective Services NSW (CSNSW) provides library services to inmates through a central library located at Brush Farm Corrective Services Academy (BFCSA) and administered by the Manager, Library Services (MLS).

All correctional centre libraries are managed by a dedicated Library Liaison Officer (LLO). Consultation must occur between senior Education, Offender Services and Programs and Custodial staff prior to the Governor appointing an officer to undertake the duties of the LLO. The appointed officer may be from Education, Offender Services and Programs or Custodial staff, based on the correctional centres staffing resources. The appointment of the LLO must be reviewed every 12 months.

The LLO liaises with the MLS to ensure that the Correctional Centre (CC) library is compliant with the relevant policies and procedures.

CC Libraries should manage their operation based on a set of organisational library policies, maintained by the MLS, which serve as the foundation for the development of local library procedures, addressing areas such as:

- daily operations and library hours
- collection management
- acquisitions selection criteria
- cataloguing/ processing
- donations
- circulation and access to materials
- inventory and culling
- copyright compliance
- collection of library data and statistics
- inmate staffing
- budgeting
- reader services
- policy review
- use of computers/information technology
- provision of training to the LLO and Inmate Library Clerk (ILC).

Within each correctional centre, matters affecting the library (e.g. security, discipline and timetabling) are the ultimate responsibility of the Manager of Security (MOS) or Functional Manager (FM) Security, in collaboration with the LLO and the MLS.

However, any issue relating to the profession of librarianship, responsibility is with the MLS.

LLOs should encourage and maintain close co-operation with other staff involved in inmate programs and services.

1.3 Financial Resources

CSNSW provides an annual budget for correctional centre libraries that are overseen by the Manager, Library Services. The Manager allocates the budgets to the LLO in individual centres. Overheads and capital expenditures are not part of this budget. Computer equipment and furniture in the libraries will not be paid for from the library budget.

The library budget includes provision for professional library staffing and other necessary library related expenses including:

- professional library staff training and development
- stationery
- equipment (e.g. shelving, trolleys, magazine racks, library-related computer software, office equipment, etc.)
- binding and photocopying
- interlibrary loans
- purchase of new collection resources for the libraries e.g. books, magazines, newspapers, non-print materials.

1.4 Service and Resource Requirements

The library collection should include materials in both print and non-print formats to meet the informational, educational, cultural, recreational, legal and rehabilitative needs of the inmate population. The collection should include a broad variety of current print, large print and non-print materials to complement programs and services to encourage the inmates to engage in pro-social recreational activities and to provide staff with a tool for managing inmate behaviour.

The number of materials that constitutes an adequate collection will vary according to the inmate population, including the following:

- number and demographics (including foreign or indigenous languages)
- age range, security classifications and whether it is a remand centre or not
- number and location of satellite/disposable collections
- average length of inmate incarceration
- education programs available
- number of library visits per week
- extent of programs/activities offered in the library

A general guideline is for a full-service library to have a minimum of the following materials (with multiple copies of those titles in heavy demand):

- Books - 10 titles per inmate (in the relevant language and appropriate reading level)
- Magazines - 1 title per 50 inmates

- Newspapers - 2 daily English language titles; 1 title from each inmate language group (where available).

Materials will be selected according to a collection management policy based on the demographic composition of the inmate population addressing:

- the ethnic/cultural composition, ages, reading levels, educational backgrounds and languages of the inmate population
- materials required for preparing inmates for re-entry into the community, including information on community resources and support groups, job and housing opportunities, education and job training options
- a process for inmate recommendation of titles using the Koha Library catalogue
- a process for handling requests for removing inappropriate titles from the collection
- procedures for regular withdrawal of out-dated and damaged materials from the collection
- a process for handling donations, and keeping records of all donations accepted
- a process for providing interlibrary loans and document delivery to complement the library collection.

The library collection will be regularly updated with newly purchased acquisitions, supplemented by donations, supplied from the Library at BFCSA. Selection of resources for inmate libraries must be subject to approval by acquisition staff at BFCSA and the MLS, according to local needs and security restrictions. The professional library staff will assess proposed new acquisitions and donations based on a selection criteria of:

- suitability of subject matter
- appeal to interests and needs of the inmates
- artistic, social, scientific or cultural significance
- factual accuracy
- suitability of format
- relevance to existing library holdings
- cost
- age and condition (in relation to donations).

Generally, no restrictions should apply to the selection of stock, except for materials that could compromise the safety, security or discipline of the centre. These restrictions may be decided at a local level, in consultation with the appropriate Corrections Intelligence staff or the MOS/FM Security, and the Manager, Library Services. For example the resources in the inmates' libraries should not:

- prejudice the good order, safety or security of the centre (e.g. resources will not be approved that could teach inmates to make explosives, alcoholic drinks, weapons or instructions on how to hurt others e.g. martial arts)
- encourage the inmates' sexual or violent fantasies
- provide information that may lead to violence against other inmates or staff (e.g. information about other inmates' offences)
- contain simplistic propaganda that is prejudicial to other groups, and could lead to violence (e.g. anti-Muslim, anti-Semitic materials).

The library collection should include a range of materials, such as:

- general reference titles including print dictionaries and encyclopaedias (as access to the internet is restricted)
- fiction, including a range of genres e.g. romance, mystery, crime, science fiction, fantasy, horror and poetry
- non-fiction including topics such as self-help, life skills, personal relationships, parenting, business skills, indigenous topics, history, biography, autobiography, art, music, film, hobbies, mechanics, sport, photography and health and wellbeing.
- DVDs – movies and documentaries (if equipment is available for the inmates to view them)
- comics, easy readers and graphic novels
- puzzles and games e.g. crosswords, sudoku
- textbooks and self-study materials (to support distance education and life-long learning)
- literacy development materials such as English language readers (Penguin, Cambridge, Macmillan) and English as a Second Language (ESL) materials
- site-specific subjects e.g. Inmate Handbooks, agriculture, gardening, machine, engineering
- community information e.g. brochures, directories, handbooks for pre-release planning
- legal reference material

Resources in the library collection must be classified and catalogued in compliance with the CSNSW standardised classification and labelling system with appropriate identifiers attached to all library resources i.e. call numbers, barcodes and/or correctional centre labels.

The following up-to-date legal resources must be included in the library collection or via the Legal Info Portal on the offender computer network. Documents on the Legal Info Portal are managed by the Prisoners Legal Information Team. (N.B. for reasons of safety and security, access to some legal materials may need to be mediated by the education or library staff e.g. case law):

- legal reference books including the Legal Toolkit titles as prescribed by the NSW State Library Legal Information Access Centre (LIAC). The LLO is encouraged to collaborate on collection development with local legal aid agencies, state libraries, university law libraries and the Australian Law Library Association – print and Legal Info Portal
- legal self-help guides and pamphlets – print and Legal Info Portal
- CSNSW Custodial Operations Policy & Procedures (public version) – Legal Info Portal
- Inmate Classification and Placement Policy and Procedures Manual (inmate copy with all annexures and restricted material removed) – Legal Info Portal
- up-to-date copies of all relevant legislation – Legal Info Portal.

Library services, equipment and materials are to be organised and provided to the recognised professional library standards including:

- employment of an appropriately trained and remunerated Inmate Library Clerk (ILC) to develop and maintain the library in conjunction with the advice, assistance and supervision of the LLO. The ILC should be remunerated according to the Corrective Services Industries (CSI) Policy Manual Section 8.2 Inmate Wages System.
- provision of study stations/facilities and recreational areas within the library
- provision of computers connected to the offender network for use by inmates
- provision of information regarding the library and how to access the services available.

The library must be managed to ensure that the security, good order and discipline of the centre is always maintained by:

- prominently displaying a copy of the library rules in a position where it may be easily read by inmates using the library
- ensuring inmates using the library are supervised by appropriately trained custodial or non-custodial staff, depending on the classification of the inmates and the requirements of the centre
- ensuring inmates do not access the internet or the agency's intranet or corporate information systems or any computer which has access to these systems.

All inmates should have access to the library facilities and services, including inmates in different classifications and under different management regimes e.g. segregation, special management area placement (SMAP) and protection non-association (PRNA). The library facilities and services will be provided to the inmates through a combination of the following processes (as appropriate):

- making provision within the structured day for inmates to access the library
- providing library resources and services to inmates via a trolley delivery service. A trolley delivery service may be used temporarily but cannot be used as the only method of providing library resources to inmates within the CC
- providing a small satellite/disposable collection within the inmate's accommodation or recreation area, with the resources in these collections being regularly replaced (at least monthly). This option may be implemented when there is insufficient space for a full-size library or because the inmates are not able to visit the main library.

Generally library users will be able to print and photocopy items from the library collection, in accordance with copyright laws and regulations, free of charge. However, the LLO will have the discretion to charge users for excessive printing or photocopying at the rate of 20c per page. "Excessive" would be defined as greater than 20 pages per user per day.

Inmates should be able to visit the library every week for periods sufficiently long enough to:

- select and check out materials
- ask reference questions
- order interlibrary loan items
- read materials that do not circulate
- use computers
- participate in cultural activities organised by the library.

The library is to be staffed at all times during inmate use.

The Library must comply with existing accessibility laws and codes that prescribe how to provide services to library users with physical or cognitive disabilities. Such requirements may relate to:

- the physical access to the library
- access to library materials and information in an alternative non-print format
- adaptive equipment
- outreach services and accommodations.

The extent and level of library services provided to the inmates will be based on a demographic profile of the inmate population and the library long-range plan. User services will include, but not be limited to, the following:

- reference and information service through in-house materials and, where feasible, intranet resources to meet user needs for research and information
- readers advisory service to recommend to users items of interest at appropriate reading levels
- regular library orientation and instruction in the use of the library and computers
- provision of special materials for users with disabilities e.g. materials from the national library for the blind, disability support groups

The library may organise and support a variety of activities and programs that promote reading, literacy, and cultural pursuits such as:

- author readings
- book clubs and discussions
- literary and 'fact' contests that use library resources
- creative writing workshops
- music programs
- art workshops and displays
- literacy tutoring
- spelling contests
- holiday and cultural celebrations
- employment expos

Not all of these activities are appropriate for all types of correctional centres. Library-sponsored events must be compatible with the overall mission of the centre and approved by the administration.

Where inmates are allowed to leave the centre for work or study, arrangements can be made for them to use the local national, state, public, or academic libraries (including Vocational Education and Training (VET) libraries).

Assistance in legal reference work is available from the professional library staff at Metropolitan Remand and Reception Centre (MRRC) and BFCSA libraries. Requests may be made to the professional Library staff using the Koha Inmate Library Catalogue or the appropriate paper request forms.

All CC staff are encouraged to make use of the CC library resources.

1.5 Security of Library Resources

Before the transfer or discharge of any inmate from a correctional centre, all library books or any other library-owned material in the inmate's possession must be returned to the library or placed in a designated library return depository located in the centre.

If a library book or library-owned material is found by a staff member when preparing an inmate's property for transfer or discharge, immediately confiscate the item and either return it to the library or put it in the return depository. The inmate may retain the item if in possession of written approval by the FM or MOS to keep the item upon transfer or discharge.

Excess (that is, not on loan to an inmate), abandoned or overdue books or other library material confiscated during searches are to be returned immediately to the library or placed in a return depository. The only exceptions are books specifically related to studies the inmate is undertaking for which the FM or MOS has granted prior approval for them to retain.

Any books or library material found within the common areas of the centre that cannot be linked to a particular inmate must be returned immediately to the library as must any book or library materials found in the possession of an inmate other than the inmate who borrowed it from the library.

1.6 Library Privileges

Any member of staff having reasonable grounds to believe that an inmate has misused library resources and facilities must provide the FM or MOS with a written incident report.

Centre management should determine whether the offence warrants the withdrawal of library privileges through the inmate disciplinary process (**refer COPP section 14.1 *Inmate Discipline***).

Where an inmate requires access to the library for the purpose of study or research as a student enrolled in a course of study or training, only recreational use may be withdrawn (refer clause 163 (f) of the Crimes (Administration of Sentences) Regulation 2014).

Where an inmate is found guilty of damaging or destroying library resources or equipment, the Governor may order the inmate to pay compensation for the cost of replacing/repairing the destroyed/damaged item (within the confines of section 59 of the Crimes (Administration of Sentences) Act 1999).

1.7 Religious publications

CC libraries hold religious publications that have been approved by the Chaplaincy Coordinator. Inmates may request additional religious books through the Koha library catalogue system; this will then be referred to the Chaplaincy Coordinator for vetting prior to being distributed to CC libraries.

2 Quick links

- [Related COPP](#)
- [Forms and annexures](#)
- [Related documents](#)

3 Definitions

ALIA	Australian Library and Information Association
APO	Assessment Planning Officer
BFCSA	Brush Farm Corrective Services Academy
CC	Correctional Centre
CSI	Corrective Services Industries
DVD	Digital Versatile Disk
ESC	Education Services Coordinator
ESL	English as a Second Language
FM	Functional Manager
ILC	Inmate Library Clerk
LLO	Library Liaison Officer
MLS	Manager Library Services
MOS	Manager of Security
MRRC	Metropolitan Reception and Remand Centre
PRNA	Protection Non-Association
SMAP	Special Management Area Placement
VET	Vocational Education and Training

4 Document information

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1.0		Initial publication (<i>Replaces section of the superseded Operations Procedures Manual</i>)
1.1	12/03/20	General formatting update and improvements
1.2	27/10/20	Addition in 1.2 <i>Management</i> requiring consultation with senior staff before appointment of LLO, and a review of the appointment every twelve months.
1.3	21/08/23	Update in line with CSNSW restructure: re-wording of Security & Intelligence reference to Corrections Intelligence. Removal of reference to protection limited association (PRLA).
