



Library Membership and Access Policy

POLICY OBJECTIVE

This policy outlines the rights and responsibilities of members of Goulburn Mulwaree Library, and the rules governing provision of Library services to Library members. All registered Library members are entitled to access Library services under this policy at Goulburn Mulwaree Library and any library in a current library service level agreement with Goulburn Mulwaree Council.

LEGISLATIVE PROVISIONS

NSW Library Act 1939

NSW Library Regulation 2010

Privacy and Personal Information Protection Act 1998

Classification (Publications, Films and Computer Games) Enforcement Act 1995

Copyright Act 1968

Copyright Amendment (Digital Agenda) Act 2000

Copyright Amendment (Disability Access and Other Measures) Act 2017

POLICY STATEMENT

Definitions

“Library” refers to Goulburn Mulwaree Library and Goulburn Mobile Library.

“LSLA” refers to a current Library Service Level Agreement between Goulburn Mulwaree Council and any signatory Council to that agreement.

Membership

All members of the public may access Library buildings, use resources within the Library, and attend Library events.

Library membership entitles Library users to borrow collection materials, access Library computers and use the Internet on Library computers. Library membership is free to all residents and ratepayers of the Goulburn Mulwaree areas under the following provisions:

- A Membership Application Form must be completed and signed by the applicant.
- Applications by persons under the age of 18 must be signed by a parent or legal guardian. If a person under the age of 18 produces evidence to satisfy the Library that they are living independently, then they will be treated as an adult.
- Applications must be accompanied by valid personal identification confirming residency within the applicable Council areas.
- By becoming a member, patrons must agree to comply with all Library policies and procedures.
- A valid Library card or other identification must be presented to Library staff upon request.
- Members agree to notify the Library if their details, address, email or phone numbers change.
- Membership is for a three year period, and can be renewed as required.

Membership for non-residents

Non-residents of the Goulburn Mulwaree Council area may be entitled to Library membership under the following provisions:

- Reciprocal membership
 - Members of other NSW and ACT public libraries are entitled to join if they have a current Library card for their own public Library, plus valid personal identification.
 - Reciprocal members have the same rights as resident members.
- Temporary membership
 - Temporary membership is available to people not eligible for resident or reciprocal membership, and who wish to use the Library for a period of up to 3 months.
 - Temporary membership will incur a non-refundable administrative fee.
 - Borrowing is restricted to two items at a time. Items may not be renewed.

Other types of membership

The Library may provide other types of membership, including but not limited to:

- Bulk loan membership
 - Available to teachers and staff of community groups or institutions for borrowing on behalf of their organisation. Bulk loan members have the same rights as resident members with the exclusion of some eResources.
- Book Group membership
 - Available to registered book groups and limited to borrowing Read & Connect Kits.
- Home Library membership
 - Available to people who, due to age, disability or illness, are unable to make their own selections at the Library. Library staff will select items as specified by the member's requirements, and items will be delivered to the member's home on a regular basis.

Cancellation of membership

Library members may cancel their membership at any time. All outstanding loans must be returned and outstanding fines or fees paid before membership can be cancelled.

The Library may refuse or cancel a membership if the person is not eligible for membership as outlined above, after two years of inactivity, if the person is deceased, or if the person has failed to comply with all Library policies and procedures.

Privacy

Goulburn Mulwaree Library abides by the privacy policies of Goulburn Mulwaree Council and the Privacy and Personal Information Protection Act 1998.

Personal information will be securely kept and only be used within Goulburn Mulwaree Council and any Council participating in an LSLA, or if otherwise required by law. Members have the right to request access to and/or correct any personal information held by the Library.

Loan Periods and Renewals

Library members may borrow collection items from the Library's lending collection only. Materials not available for loan may be accessed within the Library building only. Lending materials may be borrowed under the following provisions:

- Generally, members may borrow a maximum of thirty (30) items at any one time for a period of three (3) weeks, unless specified otherwise.
- Library members may borrow lending items from the collections of the Goulburn Mulwaree and Goulburn Mobile Libraries, and any Library part of a LSLA, and return items to any of these locations.
- Loans may be renewed twice unless specified otherwise or if reserved by another borrower.
- Items not renewed must be returned on or before the due date or they may incur overdue fines. Members will not be permitted to borrow or renew items if they have long overdue loans or if their fines total \$10 and over.

Reservations

Reservations may be placed on any lending collection materials of the Library and any Library part of an LSLA. Members may specify their preferred collection location for reserves. Members may reserve up to thirty (30) items, comprising 15 book and 15 non-book items at any one time, unless specified otherwise.

Members will be notified when reserved items are ready for collection, and will have 10 days to collect reservations. Any reservations not collected within 10 days will be void.

Fees and Charges

Fees may be charged to Library members, as per the applicable Council's Fees and Charges, including, but not limited to the following:

- Late returns of borrowed collection materials
- Lost or damaged collection materials
- Replacement Library cards
- Interlibrary loans

Fee disputes or requests for a fee reduction or waiver will be assessed by the governing body of the Library on a case by case basis.

Loan of Audio Visual Media

The Library does not accept any responsibility for damage caused to a member's personal equipment as a result of using borrowed media such as eBooks, DVDs, CDs, and console games, or as a result of using Library computers or equipment.

Interlibrary Loans

Library members may request to borrow up to 15 items from other libraries in Australia through the National interlibrary loan system. Members requesting special needs materials (such as ESL or LOTE materials) may request up to 20 items.

Other libraries supplying items have the right to specify loan period or other conditions of loan. Any conditions or restrictions specified by the lending Library will be upheld. Fees may apply for interlibrary loans.

Access to Classified Library Resources

The Library exercises no censorship or limitation on access to publications classified 'unrestricted' under the *Classification (Publications, Films and Computer Games) Act 1995*.

Material rated as 'MA15+' or above by the Office of Film & Literature Classification will not knowingly be made available for loan to members under the age of 15 years.

Children and Young People

Library staff are not responsible for the care, safety or supervision of children under 18 years of age. Children must be in the care of a responsible adult at all times. Unattended children may be reported to Family and Community Services.

Library staff do not monitor information available online or in published works, and cannot be held responsible for their content. Restricting or monitoring access to collection materials and the Internet by children under 18 years of age is the responsibility of the parent or guardian.

Code of Conduct

- Users must not, without the consent of the governing body of the Library, use the Library for any purpose other than reading, studying, researching or engaging in Library programs.
- Users must not disrupt or otherwise interfere with other people using the Library.
- Users must not bring objects into the Library that may create an unsafe environment.
- Users must meet acceptable standards of personal hygiene and dress.
- Users must safeguard their own personal belongings. The Library is not responsible for any theft, loss or damage of personal belongings.
- Users must not take any animal into the Library other than an assistance or companion animal as defined under Section 9 of the *Disability Discrimination Act 1992*, unless by prior arrangement with the governing body of the Library.
- Users must not write on or otherwise damage any Library material or equipment in any way.

- Users must comply with the *Copyright Act 1968* and any other legislation or specifications related to the access, duplication, retention and use of Library collection materials.

Directing users to leave the Library

A Library staff member may direct any person to leave the Library under the following circumstances:

- At closing time
- In an emergency
- If the user is conducting criminal behaviour
- If the user has contravened any of the Library’s policies and procedures

Version	Council Meeting Date	Resolution	Adoption Date	Effective From
1	12/12/2017	2017/514	12/12/2017	12/12/2017
All policies can be reviewed or revoked by resolution of Council at anytime.				

DIRECTORATE: Growth Strategy & Culture
BUSINESS UNIT: Library