

# LIBRARY MEMBERSHIP POLICY

QUALITY CONTROL			
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<b>RESPONSIBLE POSITION</b>	Library Coordinator		
<b>APPROVED BY</b>	Council		
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## 1. INTRODUCTION

The Library Policy details the framework for Broken Hill Council's (Council) provision of Library services to the community and residents of the Broken Hill Local Government Area (LGA).

Council is committed to providing the community with free access to information that addresses the educational, cultural and recreational needs in a safe and welcoming environment.

Broken Hill Library was the first free public Library in New South Wales and opened in 1906. The current building that houses the Broken Hill City Library was opened in 1964 and was named the Charles Rasp Memorial Library.

The Broken Hill City Library Service, herein referred to as 'the Library', seeks to provide free accessible and high-quality service to our community through providing the vehicle for ideas, information, resources, facilities, programs and services and vibrant, valued spaces to help our community discover, connect, learn and grown.

This Policy has been developed as a planning tool to give direction and focus that is consistent with the Library's overall direction, goals and objectives. The principles behind this Policy are guided by professional industry standards and guidelines.

## 2. POLICY OBJECTIVE

The objective of the Library Membership Policy is to outline the various categories of memberships and the conditions for each of the memberships.

### **3. POLICY SCOPE**

This Policy applies to all individuals and organisations wishing to be members of the Broken Hill City Library

### **4. POLICY STATEMENT**

Library membership is free, available to residents who work, live or study in Broken Hill and surrounding region and entitles the member to borrow items and access all Library services and facilities at the Library upon presentation of adequate proof of identity and residential address. Library members must provide their Library card to borrow.

Broken Hill City Library operates under the *NSW Library Act, 1939* and associated regulations.

A person wishing to become a member of the Library must:

- Provide suitable proof of identification that displays the applicants name and current address.
- If persons are under 18 years of age, the signature of a parent or guardian is also required, unless persons have official independent status.
- Agree to accept responsibility for materials borrowed and to abide by the Library code of conduct.
- Sign the membership card as proof of that agreement.
- Undertake to comply with the provisions of this policy and any other policy adopted by Council and/or the Library.
- Agree to the terms and conditions for membership.

Personal information required on the membership application is subject to the *Privacy and Personal Information Protection Act 1998*. Further information on Library membership is available on Council's website or at the Broken Hill City Library.

#### **4.1 Categories for Membership**

##### **4.1.1. Adult Membership**

Adult members 18 years or older, are eligible for full membership of the Library if they live work or attend school in Broken Hill or surrounding regions.

Individuals may join the Library online as an online member and access online resources but must show proof of identity with name and current address before being issued with a card and borrowing Library materials.

Adult memberships expire after three years from last date of issue.

Interstate visitors who are in the City of Broken Hill for more than six [6] weeks and anyone who visits or works in the area on a regular basis may join the Library as a member. Identification with current Broken Hill address is required to obtain Library membership.

##### **4.1.2. Online Membership**

Online members are entitled to access e-Library resources, including eBooks and eAudio books, online resources, and downloadable resources.

Online members must show proof of identity with name and current address before being issued with a Library card and borrowing physical Library materials.

Once users turn 18, they revert to an Adult membership.

#### **4.1.3. Junior Membership**

People under 14 years must be registered by an adult guarantor who is responsible for their borrowed items and any fees. A child may have two cards (with different addresses) if either parent desires e.g. in cases of separation or divorce.

There are two junior memberships available, which are marked and signed by the guarantor/parent, the first

- to restrict Internet and computer access.

and the second,

- to allow Internet and computer access at the Library.

In addition to the consent form the parent/guardian will be required to show proof of identity with name and current address.

If a young person is joining without their parent or guardian present, they will need to provide a signed permission letter together with copies of the parent/guardian proof of identity of name, current address and signature.

A young person who can demonstrate they are living independently will need to apply for an Independent Youth Membership. Adult terms and conditions apply.

#### **4.1.4. Young Adult Membership**

People between 14-18 years must be registered by an adult guarantor who is responsible for their borrowed items and any fees. A child may have two cards (with different addresses) if either parent desires e.g. in cases of separation or divorce.

There are two youth memberships available, which are marked and signed by the guarantor/parent, the first to:

- Restrict Internet and computer access; and
- The second to allow Internet and computer access at the Library.

In addition to the consent form, the parent/guardian will be required to show proof of identity with name and current address. If a young person is joining without their parent or guardian present, they will need to provide a signed permission letter together with copies of the parent/guardian proof of identity of name, current address and signature.

A young person who can demonstrate they are living independently will need to apply for an Independent Youth Membership. Adult terms and conditions apply.

#### **4.1.5. Independent Young Adult Membership (for people under 18)**

People aged 14-18 years who are living independently of a parent/guardian are eligible for the Independent Young Adult membership. A Centrelink issued health benefit card should/can be used as evidence of independent living and may also be used as further evidence of a person's address. Adult membership terms and conditions apply.

#### **4.1.6. Institutional Membership**

Institutions / community groups (examples include community organisations, such as nursing homes, playgroups, pre-schools, primary and high schools) based in the City of Broken Hill and surrounding regions are eligible for an institutional membership.

Membership cards are issued on a January to December, calendar year basis. Membership may be renewed. Schools may hold multiple memberships, but there must be a contact person for each membership held.

Membership forms must be signed by the Manager or Principal of the organisation or school. The Manager or Principal accepts responsibility on behalf of the organisation or school for the material borrowed on one or more cards held by the organisation or school. In the case where multiple memberships are held, the Principal or Manager signs off on each membership.

It is the responsibility of the organisation to keep track of borrowed material and to ensure that it is returned to the Library on time.

The Library reserves the right to suspend borrowing rights or membership at any time during the year if material is not returned on time.

All material must be returned by the end of December in any given year before membership can be renewed. Confirmation of contact person must be provided and confirmed before membership is renewed or issued.

A list of all outstanding items can be provided in advance on request.

#### **4.1.7. Visitors Membership**

Applies to international, interstate, and other NSW residents.

Any person who is a member of another New South Wales public Library signatory to the Reciprocal Borrowing Agreement, are entitled to borrow two books free of charge at one time, upon production of a valid Library membership card and be registered as a Visitor member in the Library management system using their current Library card. No charges apply.

For interstate visitors and other NSW residents not signatory to the Reciprocal Borrowing Agreement are entitled to register as a member provided a membership fee and refundable deposit pursuant to the current Schedule of Fees and Charges has been paid.

The usual proof of name and permanent address applied as per the general membership. People applying for Visitor membership can show the following types of identification:

- Passport;
- Australian/International driver's licence;
- Hotel bill or lease/rental receipt; or
- Letter from the person/s with whom they are residing.

These members may borrow online resource, as well as a maximum of two physical items at any time. They can also make internet bookings with their card. Membership is valid for six months only.

#### **4.1.8. Unattached Membership**

Membership for adults who reside in Broken Hill but do not have a permanent address (i.e. homeless) or are unable to provide proof of address. These members can provide ID of some kind such as Centrelink card but not a fixed address. Cards are valid for 12 months with a loan limit of 2 items, they may borrow online resources, as well use Library services such as online resources, public computers.

Membership is valid for 12 months.

#### **4.1.9. Home Library Service Membership**

Membership provides free delivery of Library materials to people living in the City of Broken Hill who cannot physically visit the Library themselves due to illness, frailty or disability and have no-one in their household to visit the Library for them.

Individuals are also eligible if they are temporarily housebound. This service is also available to full time carers.

A person requesting this service must have a genuine need for the service. An individual may be referred by a Health Care professional. All requesters will be interviewed by a Library staff member.

A medical certificate may be required for this service.

#### **4.1.10. Outback Letterbox Library Membership**

Membership is open to residents of the Far West and Unincorporated area of NSW and who live more than 100 kms from Broken Hill. Identification with current address is required to obtain Library membership.

Library membership in the appropriate categories apply ie Adult, Youth, Junior, etc.

### **4.2 Terms of Memberships**

All memberships except the visitor and Institutional memberships are valid for 36 months.

All Applicants must agree to comply with Library policies and conditions. Users also agree to comply with the Library's conditions of use under section 17 of Library

Regulation 2018. Failure to comply may result in the suspension of membership rights and privileges.

#### **4.3 Registration Requirements**

Intending Library members can register online or at the Library at the front desk or by using any of the public PC's.

To register as a member, current proof of name and home address is required. The only exception is Online membership.

#### **4.4 Acceptable Forms of Identification for Proof of Residence**

Applicants are required to provide one form of identification, which must show the name and current address of the applicant.

Acceptable forms of identification must be current and may include:

- Driver's Licence.
- Council rates notice.
- Official rent receipt/lease agreement.
- Telephone, gas, electricity or utility account Financial institution statement.
- Concession card [Government Issue].
- Motor Vehicle Registration.
- Electoral Roll Notification form.

#### **4.5 Updating Membership Details**

Customers must notify the Library of any changes to membership information, including name, address, email, or telephone numbers. Library members can do this in person, or by email. Proof of changes in name or address must be given.

Membership details will be updated, and membership renewed every three years, the only exceptions being:

- visitor (6 months) and institutional membership (calendar year)
- unattached membership (12 months).

#### **4.6 Cancellation/Suspension of Membership**

All Applicants must agree to comply with Library policies and conditions as well as Library conditions of use under Section 17 of Library Regulation 2018. Failure to comply may result in the suspension of membership rights and privileges.

Library items that are overdue, damaged, lost or stolen will be subject to fees as outlined in Council's Schedule of Fees and Charges. Membership privileges will be suspended until the matter is resolved to the satisfaction of the Library Coordinator or fees are paid in full.

In the event of a Library customer refusing to pay any of the fees and charges authorised under the *Local Government Act 1993, (Section 608)* and regulations made thereunder, or any other relevant legislation, his or her membership may be withdrawn. Library

customers not abiding by any Library policy or the NSW Library Regulation 2018 may have their membership withdrawn or may be debarred from borrowing.

People whose membership has been cancelled can still enter the Library and use materials but not borrow.

A member of Library may request cancellation of their membership or that of individuals who they act as parent/guardian. In these cases, membership will be cancelled provided that any outstanding items on loan have been returned and fees/charges owing have been settled.

#### **4.7 Exclusion from the Library**

Library customers failing to comply with any Library policy or relevant legislation have membership privileges suspended and may be banned from the Library for a period determined by the General Manager of the Broken Hill City Council in accordance with the *Library Act* and the NSW Library Regulation 2018, Section 17.

Council is aware of its privacy obligations and seeks to maintain high standards of protection of member information.

### **5. IMPLEMENTATION**

#### **5.1 Roles and Responsibilities**

The following Council officers are responsible for the implementation and the adherence to this policy:

- Library Coordinator
- Library Staff
- General Manager
- Council

#### **5.2 Communication**

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process Framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

### **6. ASSOCIATED DOCUMENTS**

The following documentation is to be read in conjunction with this policy.

- Schedule of Fees and Charges;
- Council Privacy Management Plan.

### **7. REVIEW**

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The standard review period will be within each term of Council following the Local Government Elections, or as required to ensure that it meets legislation requirements and the needs of the community and Council. The responsible Council officer will be notified of the review requirements three months prior to the expiry of this policy.

The Library Coordinator is responsible for the review of this policy.

## **8. LEGISLATIVE AND LEGAL FRAMEWORK**

This policy is to be read in conjunction with the following:

- *Local Government Act 1993*
- *Library Act 1938*
- *Children and Young Persons (Care and Protection) Act 1998*
- *NSW Privacy and Personal Information Protection Act 1998*
- *Library Regulation 2018*

Council employees shall refrain from personal activities that would conflict with proper execution and management of Council's Library Services Policy. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.

## **9. DEFINITIONS**

**Guardian** Means, the legal guardian of the child or the person who has custody or control of the child but does not include a person providing children's services.

**Member** Means any user who has fulfilled the requirements for membership of the Library and has a current membership card.