

# LIBRARY MEMBERSHIP PROCEDURE



## 1 Scope

This procedure applies to all branches and sections of the Rockhampton Regional Council Library service.

## 2 Purpose

The purpose of this procedure is to provide library membership to allow clients to borrow items and access services from its network of libraries. This procedure defines the process for becoming a member of the Rockhampton Regional Council Library service.

## 3 Related Documents

### 3.1 Primary

Library Policy

### 3.2 Secondary

*Human Rights Act 2019*

*Libraries Act 1988*

Fees and Charges Schedule

Library Board of Queensland – Library Service Level Agreement for Public Library Service Provision

Library Membership Application Form and Terms and Conditions of Library Membership

Rockhampton Regional Libraries Conditions of Entry

## 4 Definitions

To assist in interpretation, the following definitions apply:

Council	Rockhampton Regional Council
Item	Any library resource, including but not limited to, physical or digital format that is available for loan from the library to library members and includes books, magazines, audio or video recordings, music scores, pamphlets, prints or pictures; as well as toys, games, sports equipment and eContent.
Libraries	Refers to all Council libraries, which includes the library premises and immediate vicinity of the buildings of: (a) Gracemere Library; (b) Mount Morgan Library; (c) North Rockhampton Library; and (d) South Rockhampton Library.

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Library Resource	Includes: (a) An article available for use in, or for loan from, a library; (b) Equipment or facilities available for use in a library; and (c) eContent (eAudio, eBooks, eMagazines, film streaming, training courses or database access) available for use or loan on a library or personal device.
Member	Any person who is registered as a member of the library.
Membership Card	A card or other form of identification issued to a person who has been enrolled as a member of the library.
PIN	Personal identification number.
Region	Rockhampton Regional Area defined by the Local Government Areas of Queensland.

## 5 Procedure

Membership is obtained by completing the Library Membership Application Form (available from the library facility or Council's website) and presentation of one of the following forms of identification showing name and current residential address:

- (a) Current driver's licence;
- (b) Rates notice – Rockhampton Regional Council;
- (c) Government issued document;
- (d) Official lease agreement, electricity or telephone invoice; or
- (e) Photo identification or proof of signature if not provided by one of the above documents.

For people under 18 years of age not able to provide proof of independent living in the documents listed above, a parent or guardian will be required to sign the application form and provide identification as above.

Membership is free for residents of Queensland and temporary visitors. There may be charges for accessing some library services. These charges are reviewed annually as part of Council's Fees and Charges Schedule.

### 5.1 Categories of Membership

#### 5.1.1 Resident Membership

Resident Membership is available to all residents and ratepayers of the Region. This category enables members to borrow up to 20 items for a loan period of three weeks.

#### 5.1.2 Visitor Membership

Visitor Membership is available to persons visiting the area for a short period (up to three months). This category enables members to borrow up to five items at any one time for a loan period of three weeks.

#### 5.1.3 Non-Resident Membership

Non-resident Membership is available to residents of other areas of Queensland. This category enables members to borrow up to ten items at any one time for a loan period of three weeks.

#### 5.1.4 Corporate Membership

Corporate Membership is available to companies and organisations operating within Queensland.

This category enables members to borrow:

- (a) Items for the purpose of the business only;

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- (b) Up to 20 items at any one time subject to any restrictions applied to specific types of items; and
- (c) Items for a loan period of three weeks.

### 5.1.5 E-Membership

E-Membership is available to people who wish to access the technology services provided by the libraries. This category does not permit any borrowing of physical resources.

## 5.2 Membership Card

Upon joining, members will be issued with a membership card which must be signed to activate it and be assigned a PIN. This card must be presented to enable members to borrow items, place holds on items and access other library services where required.

The membership number and PIN will be required for online access to electronic resources and member's library records. Members are responsible for the safe keeping of membership cards, the library is unable to provide storage of cards.

The membership card is supplied for the exclusive use of the member only and is not transferable to another person. The library accepts no responsibility for use of a membership card and members remain responsible for any loans or other services accessed using their cards.

Any loss or theft of a membership card must be reported immediately to prevent unauthorised use. Replacement cards are available from any of the libraries for a fee, upon confirmation of identity with a document listed at paragraph 5.

The library must be notified as soon as possible of any change of address or other details of membership. Proof of residence will be required.

The membership card is valid for a set period and library staff will advise the member when the card is due for renewal and ask for verification of member details and the payment of any outstanding fees attributable to the card.

## 5.3 Loan Terms and Conditions

Members may borrow the number of items specified for the category of their membership, generally for a period of three weeks, however, shorter loan periods may be applied to specific types of items or items in high demand.

Loans may include any combination of items available for loan, subject to any restrictions placed on specific types of items. All items are borrowed at the member's risk and the library accepts no responsibility for any damage caused to equipment as a result of use of library resources.

Loans of items may be renewed once for a further three week period provided they are not already overdue for return, in high demand or have been placed on hold for another member. Loans may be renewed in person, by telephone or through the library online catalogue.

Items can be returned to any of Council's libraries, some of which have out of hours returns chutes that allow for the return of material when the library is closed.

Parents/carers/guardians are responsible for their children's selections and use of library items, services and facilities, including access to the internet and other technology.

## 5.4 Lost or Damaged Items

Members are held responsible for reporting any loss or damage of items on loan and payment of any associated fees.

Lost items will be charged at replacement cost (including GST), plus an administrative fee.

Damaged items will be charged a repair fee or a replacement fee if the item is deemed to be irreparable.

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## 5.5 Overdue Items

Items not returned by the due date will attract fines at the amount set in Council's Fees and Charges Schedule and must be paid by the member. Fines accrued beyond a set limit will result in restricted access to membership privileges until payment is received.

Membership will be blocked when loans become overdue and the member will be unable to borrow further items until the overdue items are returned or replacement fees paid. An overdue notice may be issued after an item becomes overdue, via email or postal notice as specified by the borrower membership record. Council accepts no responsibility for the member's receipt of the notice or the timely delivery of postal notices by Australia Post. Items remaining overdue after a further set period will be assumed lost and an invoice issued for the replacement cost plus a collection recovery fee.

## 5.6 Holds on Library Items

Items currently on loan or held at another Council library may be placed on hold for collection at a nominated library by using the online library catalogue, by contacting any of the libraries by telephone or in person. Some types of items may not be able to be placed on hold and limits may apply to the number of holds able to be placed for individual members.

Members will be advised when holds are available for collection and by what date they must be collected. Holds not collected by this date will be returned to the shelves.

## 5.7 Inter-Library Loans

Where a required item is not held by a Council Library, members may request that it be sourced from another library. Items obtained on inter-library loan will be subject to the loan period and any restrictions on use imposed by the owning library.

A fee may be levied by the owning library and the member requesting the loan will be required to pay this fee prior to the loan being obtained. Normal overdue processes and fines also apply to inter-library loans.

## 5.8 Internet Usage

A current library membership card is required to access library internet at Council libraries. Members can have up to two hours internet access per day, with extensions of time available if no-one is waiting. Extensions of time will be granted in 30 minute blocks. The two hours of access per day can be spread across multiple sessions and libraries, but does not accumulate or transfer to another day. Members with outstanding library charges will not be able to access library internet until the charges are cleared or reduced.

## 5.9 Suspension of Membership

The library may at any time suspend all rights and privileges of membership if the Library Membership Terms and Conditions are breached or the member has outstanding loans or fees.

## 6 Review Timelines

This procedure is reviewed when any of the following occur:

- (a) The related information is amended or replaced; or
- (b) Other circumstances as determined from time to time by the General Manager Community Services.

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## 7 Document Management

Sponsor	Chief Executive Officer
Business Owner	General Manager Community Services
Policy Owner	Manager Communities and Culture
Policy Quality Control	Legal and Governance



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