

Library Information for Members

Library Membership

Your library membership allows you to borrow or request items and access online library services and resources.

Types of Membership

Different membership types have different access and loan criteria:

- **Resident, Non-Resident, and Corporate Members:** Up to 20 items, a loan period of 3 weeks
- **Visitor Members:** Up to 5 items, a loan period of 3 weeks
- **E-Members:** Access to online resources.

Library Card

If your card is lost or stolen, a replacement card can be issued upon presentation of ID and payment of a replacement fee.

Please note: - The cardholder remains responsible for all loans and fees associated with the account.

Resources & Services

- **Physical Resources:** books, magazines, audiobooks, DVD, music CDs, puzzles, and educational kits
- **Online Resources:** eBooks, eAudiobooks, ePress, film streaming, educational tutorials, LOTE, genealogy databases, online story time, parenting videos
- **Local and Family History Centre:** archival collection and research assistance
- **Programs and Events:** activities, events and information sessions for all ages and interests
- **Wi-Fi and computer access:** Printing, photocopying and scanning facilities.

Returns

Items may be returned to any of our library branches, regardless of where they were borrowed. Southside, Northside and Gracemere Libraries provide after-hours chutes for returns when the library is closed.

Renewals

If an item is not on hold for another borrower, you may renew it for an additional 3 weeks.

Holds (Reserves)

Members may place a hold on items currently on loan to another customer or located at another branch.

If an item is not available in our collection, customers may request it and we will attempt to supply it through purchase or our Inter Library Loan service.

How to place a hold:

- Online (via our catalogue)
- At the customer service desk at any branch
- By phone to any branch or the Library Administration Office.

You will be notified when your items are ready for collection and will have up to ten working days to collect your items.

Hold Limits:

- Maximum of 10 holds at one time, 3 for visitor members
- Up to 5 Inter Library Loan items included in this limit
- Loan period may be shortened to 1 week for items in high demand.

Fees and Charges

Items not returned within two months of the due date and items that are lost or damaged may incur fees in accordance with the Council's Fees & Charges Schedule, available at: www.rockhamptonregion.qld.gov.au

Safety in the Library

As a public facility, the library requires parents, carers, and guardians to take responsibility for the safety of their children.

Special areas have been designated for children and young people. Adults are asked to avoid using these spaces unless accompanying children or selecting resources for them.

When using the library, customers are required to take care of their belongings and not leave personal items unattended.

How to be a good library citizen

- Ensure your contact details are up to date
- Provide an email address to receive notices regarding your loaned items
- Renew loans before the due date (online, by phone, or at the library)
- Avoid damage to library items by keeping items away from water, food and pets
- Tell us if you've lost an item or need assistance
- Report any loss or theft of your membership card immediately.

Library Hours

Rockhampton Regional Library

230 Bolsover Street, Rockhampton | Phone: 4936 8265

Monday – Friday: 9:00am – 5:30pm Saturday: 9:00am – 3:00pm

Library Administration Office

Monday – Friday: 8:00am – 5:00pm | Phone: 4936 8043

Rockhampton History Centre

Within Rockhampton Regional Library

230 Bolsover Street, Rockhampton | Phone: 4936 8040

Monday – Friday: 9:00am – 5:30pm

North Rockhampton Library

154 Berserker Street, North Rockhampton | Phone: 4936 8373

Tuesday – Friday: 9:00am – 5:30pm Saturday: 9:00am – 12:00pm

Gracemere Library

1 Ranger Street, Gracemere | Phone: 4931 5454

Monday – Thursday: 9:00am – 5:30pm

Saturday: 9:00am – 12:00pm (alternates with Mt Morgan Library)

Mount Morgan Library

31 Morgan Street, Mount Morgan | Phone: 4936 8169

Monday, Wednesday & Friday: 9:00am – 5:00pm

Saturday: 9:00am – 12:00pm (alternates with Gracemere Library)