

# Library Membership Application Form



Privacy Notice: Council deals with personal information in accordance with law, including the *Information Privacy Act 2009*.

This form is to be completed when a customer wishes to become a member of the Rockhampton Regional Council Library service.

P: 07 4936 8043 | E: [Libraries@rrc.qld.gov.au](mailto:Libraries@rrc.qld.gov.au) W: [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au) | PO Box 1860 Rockhampton QLD 4700 | ABN: 59 923 523 766

Customer Details		
<b>Applicant Name:</b>		
First	Middle	Last
<b>Title:</b>	<input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Mrs <input type="checkbox"/> Mr <input type="checkbox"/> Other (please specify):	
<b>Date of Birth:</b>		<b>PIN:</b> (select your PIN - minimum of eight characters and can consist of numbers and/or letters)
<b>Phone:</b>		
<b>Email:</b>		
Address		
Street number and name:		
Suburb:	State:	Postcode:
Postal address (if different):		
Declaration and Consent		
<p>I declare the information provided on this form is true and correct and I have read, fully understand and agree to comply with all requirements of:</p> <ul style="list-style-type: none"><li>▪ The Library Conditions of Entry;</li><li>▪ The Library Membership Terms and Conditions;</li><li>▪ The Library Membership Information; and</li><li>▪ Any lawful directions given by library staff.</li></ul> <p><b>I understand and agree that by signing below:</b></p> <ul style="list-style-type: none"><li>• I consent to the collection, storage, use and disclosure of my personal information in accordance with <i>Information Privacy Act 2009</i> (Qld) and Council's Privacy Policy; and</li><li>• I consent to my personal information being stored outside of Australia as per the Privacy Statement referred to in the Library Membership Terms and Conditions; and</li><li>• I consent to receiving emailed newsletters, electronic communications or SMS notifications and other information about Library programs and events which I may opt out of / amend by contacting the library at any time.</li></ul>		
Name:	Signature:	Date:

<b>OFFICE USE ONLY</b>	ID type provided:	ID checked by:	Library card number:
	Class:   A   Y   VA   VY   EA   EY   NRA   NRY		

## Declaration and Consent by Legal Parent/Carer of Applicant Under 18

Name of Legal Parent/Carer:

First	Middle	Last
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Phone:

Email:

Address (if different to applicant under 18):

Street number and name:

Suburb:

State:

Postcode:

I declare I am the legal parent/carers of the applicant. I declare the information provided on this form is true and correct and I have read, fully understand and agree to comply with all requirements of:

- The Library Conditions of Entry;
- The Library Membership Terms and Conditions;
- The Library Membership Information; and
- Any lawful directions given by library staff.

**I understand and agree that by signing below:**

- I consent to the collection, storage, use and disclosure of the applicant's personal information in accordance with *Information Privacy Act 2009* (Qld) and Council's Privacy Policy; and
- I consent to the applicant's personal information being stored outside of Australia as per the Privacy statement as referred to in the Library Membership Terms and Conditions; and
- I consent to receiving emailed newsletters, electronic communications or SMS notifications and other information about Library programs and events on behalf of the applicant which I may opt out of / amend by contacting the library at any time.

Name:

Signature:

Date:

# Library Membership Terms and Conditions

By becoming a member of Rockhampton Regional Council Library service ('the Library'), I agree to comply with all requirements of the Library Membership Terms and Conditions, the Library Conditions of Entry and any lawful directions given by library staff. Clients who infringe these conditions of use may be asked to leave the premises. Clients who refuse to comply with staff directives may be denied further access to the Rockhampton Regional Libraries.

I will:

- Take good care of all library materials borrowed on my or my dependant's card, reporting any damage to staff and paying any fees requested by Council for such damage;
- Return all items borrowed by the respective due dates;
- Advise the library as soon as possible of any change in membership details or loss of my membership card;
- Comply with the conditions of the Copyright Act 1968 and any subsequent amendments in relation to the use of library items and services; and
- Utilise library facilities in an appropriate manner that will not cause offence to other patrons or staff, or damage to person or property, as per the Library Conditions of Entry.
- Parents or legal guardians must assume responsibility for deciding which library resources, including the internet, are appropriate for their children. Council accepts no responsibility for their use.

## Privacy statement

By becoming a Member, I consent to Council collecting and storing my personal information in accordance with the *Information Privacy Act 2009 (Qld)* and *Council's Privacy Policy*. I acknowledge and agree that my personal information may be used for the purpose of providing library services including but not limited to:

- using my full name, date of birth and residential address for library-related operations;
- confirmation of age when borrowing restricted items classified by the Australian Classification Board;
- using my contact numbers, postal and email address to contact me about my library membership, borrowed items and items requested including any other library-related operational updates, events and promotions;
- disclosing my personal information if it is required by law; and
- disclosing my personal information to a third-party provider for any purpose in connection with the library services which may include storing my personal information outside Australia.

## Electronic Communications

By becoming a member and providing my email and phone number, I consent to receiving electronic messages, SMS notifications or emailed newsletters from Council regarding membership updates, borrowed and requested items, events and promotions. I understand that I can opt out and manage my preference by contacting the library at any time.

## Subject to Change

The Membership Terms and Conditions are subject to change. In the event Council amends these conditions, you will be notified using the contact details provided to Council. The current Membership Terms and Conditions are always available at the library branches or online via the library website.

## Technology Conditions of Use

Clients accessing computers and internet facilities at any Rockhampton Regional Library must comply with the conditions provided below. Intentional misuse of these facilities may result in the removal of access privileges, and/or legal action.

- Comply with time limits as specified in the Library Membership Procedure.
- Headphones must be used for any programs involving sound which may disturb other users.

## Unacceptable Use

Unacceptable use of technology includes, but is not limited to:

- Destruction of, or damage to, equipment, software, or data belonging to the Rockhampton Regional Library service or other clients;
- Display of offensive or inappropriate material (this can include, but is not limited to, pornography, hate sites, gratuitous violence and sites using frequent, highlighted offensive language);
- Intentional unauthorised copying of copyright-protected material or infringement of licence agreements and other contracts;
- The violation or attempted violation of any computer network's system security;
- The violation of the privacy of individuals or entities that are creators, authors, users or subjects of the information resources;
- Unauthorised monitoring of electronic communications; and
- Inappropriate use of email services, such as spamming and cyber bullying.

Rockhampton Regional Council reserves the right to check any client's use of its public internet service including a client's data transmissions both sent and received when Rockhampton Regional Council deems that client to be in breach of the conditions of use outlined above.

# 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](http://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)

# Rockhampton Regional Libraries Conditions of Entry

These Conditions of Entry apply to all Rockhampton Regional Council (Council) Library premises. Any person entering these premises is considered to have agreed to follow these conditions upon entry.

The Conditions of Entry will be applied in a firm but fair manner and we ask for the cooperation of all in maintaining a pleasant atmosphere, conducive to the enjoyment and proper use of library facilities and resources by both visitors and staff.

1. Any person entering the library or its immediate surrounds:

(a) Must:

- act in a courteous and respectful manner towards Council staff and other members of the public;
- make any bags, folders, property or equipment available for inspection by Council staff on request;
- maintain reasonable community dress and hygiene standards, including appropriate footwear and clothing;
- leave if directed to do so by Council staff;
- abide by all reasonable and lawful directions given by Council staff.

(b) Must not:

- engage in disorderly, indecent, offensive or unlawful behaviour;
- cause fear or distress to persons;
- assault, threaten, intimidate, insult or harass any person, either verbally or physically
- disrupt others or the library operations;
- consume alcohol or illicit substances, or enter the library in any already intoxicated state (alcohol consumption at an approved Library event or program excepted);
- administer or sell illicit drugs;
- smoke or consume tobacco products or vapour cigarettes or devices within the library premises or within the legislated distance from entrances;
- display offensive or objectionable material such as pornography, expressions of racial or religious hatred or representations of violence, including on any computer screen or device, whether personally owned or library provided;
- use library technology, systems, property, assets or processes inappropriately or for other than their intended purposes;

- wilfully and deliberately make excessive noise (including the use of mobile phones in designated quiet areas);
  - cause damage to persons or property;
  - leave personal possessions unattended;
  - use an audio or visual recording device without approval;
  - take photos or other imagery of a person without that person's consent;
  - operate or solicit a business unless as part of an endorsed Council activity;
  - undertake fund raising (including selling raffle tickets or soliciting donations);
  - carry out any religious, charitable or other hawking;
  - distribute a petition or conduct a survey;
  - leave an unattended minor whose unsupervised behaviour presents a risk or impact upon other users;
  - bring a dog or animal into the library, with the exception of certified Guide, Hearing or Assistance dogs.
2. Council reserves the right to:
- remove a person from its libraries who is in breach of these conditions;
  - cancel (either temporarily or permanently) their library membership;
  - resort to public prosecution if the need arises.
3. Council may deal with any person behaving contrary to these conditions as follows:
- A Council staff member will alert the person to the fact their behaviour/action is contrary to the conditions. A warning or direction (or both) may be given.
  - If a person fails to comply with a lawful direction by Council staff, Council may exclude or ban the person from entry and use of all Rockhampton Regional Council libraries and library resources by:
    - Imposing an immediate ban for any dangerous or unlawful behaviour; or
    - For all other behaviour, issuing notice of an intention to ban, including reasons for the ban and an opportunity for the offender to respond.

A person who enters any Rockhampton Regional Council Library while they are under a ban is trespassing and their removal will be facilitated by Council staff or Queensland Police Service. A person who is trespassing may also be prosecuted under Queensland law.