

Membership & Circulation Policy

1. Purpose

To ensure that all members of the community and staff are aware of the terms and conditions of Goulburn Valley Libraries (GVL) membership and circulation of materials.

2. Membership

Membership is free to residents of Strathbogie, Moira and Greater Shepparton municipalities. Applicants must complete a Member Registration Form and provide a proof of identification with name and current address such as drivers licence, passport, bank statement or local rental agreement. Members will be entitled to an unlimited number of loans, and must agree to comply with all GVL policies and procedures.

- **Information collected** will include name, residential and postal address (if different), date of birth, and will remain confidential.
- **All membership cards must be signed** by the adult person joining for themselves, or for their children (under 18), as this action confirms acceptance of GVL policies.
- When joining the library service, members will be asked to nominate a **personal identification number (PIN)** for their membership card. The PIN enables members to access the internet, place holds, renew items, download eAudio, eBooks and eMagazines, and change personal details on their account.

2.1 Victoria and Southern NSW

Persons who reside outside GVL member Council areas but within Victoria and Southern NSW are entitled to full membership of GVL.

Identification and proof of current address is required to join, such as a driver's licence, bank statement or local rental agreement.

Members must comply with *Local Law No. 1 Part 9: Conduct in Libraries*.

Members are responsible for all items issued on their membership card until the items are discharged from the membership record.

There are an unlimited number of loans for individual members who reside in Victoria and Southern NSW.

Members must advise of name and address changes as soon as possible.

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Members must notify GVL if a membership card is lost or stolen.

Members must pay replacement costs for items lost, destroyed or damaged whilst on loan to them.

2.2 International/University residents studying or undertaking work placements within the GVL area may apply for membership if they can provide one of the following forms of identification:

- Current Passport or Government-issued Identity Card with photograph;
- A University ID Card showing a local campus;
- A letter from their employer proving employment and residence for a six (6) month period;
- A Rent Receipt with name and current residential address;
- Utilities bill/rental agreement/bank statement showing name and address.

2.3 Children under 18 years of age (junior or young adult members) require the signature of a parent or legal guardian, who becomes the guarantor and is responsible for any items borrowed. Acceptable identification for junior or young adult members' guarantors will include one form of identification (see 2.) listed above.

- **The guarantor** accepts responsibility for internet access by the junior or young adult member.
- **The guarantor** accepts responsibility for the choice of library materials accessed in the library or borrowed by the junior or young adult member.
- **The guarantor** will be responsible for payment of overdue charges and replacement costs for items lost, destroyed or damaged whilst on loan to the junior or young adult member.

There are an unlimited number of loans for junior or young adult members.

2.4 Young adults under 18 years of age and living independently will be considered for membership under exceptional circumstances, where gaining the signature of a parent or legal guardian cannot be obtained. Accepted identification will include:

- Victorian Learner's Drivers Permit/Boat Licence/Shooters Licence;
- Under 18 ID card.
- Bank statement

There are an unlimited number of loans for applicants under 18 years of age who live independently.

2.5 Young adult members turning 18 will have their membership records updated automatically to an adult profile. The membership record will be updated by:

- removing guarantor information from the membership record;
- issuing a new membership card to the patron and requiring them to sign it;
- explaining borrowing policy as it relates to adult members
- removing outstanding charges that may have been incurred while under 18.

2.6 Visitors to Victoria

Visitors to Victoria may join GVL as a Temporary Member and are required to provide details of a local contact address, and if possible, identification or receipts associated with that address. A Drivers Licence or Centrelink ID Card will be accepted.

Temporary members may have up to 3 items on loan at any given time.

All other conditions of membership apply.

International visitors who join GVL are required to provide the following forms of identification:

- Current Passport;
- Current receipt from their accommodation provider (showing full name) if possible;
- Drivers Licence.

International members may have up to 3 items on loan at any given time.

All other conditions of membership apply.

2.7 Institutions, Organisations and Schools may join GVL as Institutional Members. The Institutional Membership Form must be signed by the Principal, Manager, CEO or Director who has the authority to accept full responsibility for all items borrowed on behalf of that Institution, and pay any fees or charges incurred.

The Institutional Membership Form must list the names of the people in that organisation who have authority to use the membership card of that particular organisation. The organisation member needs to provide identification.

Institutional members have a loan limit of 100 items.

All other conditions of membership apply.

2.8 Home Library Service

A Home Library Service is available from participating branches to any person who is unable to personally visit the library. This service is provided with the assistance of volunteers and Friends of the Library groups.

Persons with a Home Library Membership may borrow up to 30 items at any given time for a six (6) week period. There is no age eligibility for the service, and may be utilised on a long or short-term basis. No overdue fees are charged to Home Library Service members.

3. Borrowing, Returning and Renewing

All members will be encouraged to use self-check-out for all loans and renewals, with the exception of Book Club and inter-library loans.

Self-check-out requires membership cards to be presented at kiosks in order to borrow library materials. There may be some exceptional circumstances whereby staff on duty may check items out for patrons through desk-tops, or, if identification is provided, allow borrowing without the card.

Self-check-out is not available on the Mobile Library.

Members are unable to borrow library materials if there are lost items on their membership card, or if charges on their membership record have reached \$10.00.

3.1 Loan Periods

- Books, CD's, and Audio Books are available for a four week loan period.
- DVD's and Magazines are available for a two week loan period.
- eBook, eAudio and eMagazine loan periods may vary as they are determined by the supplier.
- Book Club books are due for return one week following the meeting in which they are discussed.
- Book Club books cannot be issued through kiosks as due dates need to be modified at check-out.
- Reference material is available for consultation in the library only.

3.2 Renewals and Overdue Items

Renewing items is available by visiting a library branch, by phone or via the library webpage www.gvlibraries.com.au.

- Items can only be renewed twice.
- Items can only be renewed if no other person has placed a hold on the item. If a hold has been placed on the item it is required to be returned by the due date.

Members will receive notification via email and/or SMS three (3) days prior to items being due for return.

Members will receive overdue notices for items not returned within 2 weeks after the due date and a further notice if items are not returned within 4 weeks of the due date.

Members will receive invoices for long-overdue items.

Items may be returned to any GVL branch or Mobile library service, via after hour's return chutes or to any Swift OneCard library.

4. Overdue Fees and Other Charges

- Mobile Library members do not accrue overdue fines.
- An overdue fee applies to items overdue by more than 14 days.
- DVDs accrue overdue fees immediately after return date.
- If an item on loan is lost or damaged beyond repair the fee is the cost of the item paid by GVL upon its acquisition.
- A fee is charged for available holds not collected within 2 weeks.
- A fee applies for replacement of a lost membership card.

5. Requests

- Hold requests for items from the regional collection are free.
- Hold requests for items can be made using your GVL membership card via the online public access computers in the library, or via our website.
- Items not available in the GVL collection, or through the SWIFT library network, may be requested through Library Link Victoria as an inter-library loan. These items may incur a fee which must be paid prior to the item being ordered. This is a service fee and will not be refunded under any circumstances.
- The maximum number of inter-library loan requests per library membership card at any one time is five.

- Audio visual material and items published in the last 24 months cannot be obtained through the inter-library loan service.
- Loan periods and conditions will be determined by the lending institution.
- Inter-Library loan items cannot be borrowed through lending kiosks.

6. Special Circumstances

Members may, in some circumstances, incur fees and charges that they are unable to meet due to financial hardship. The GVL Hardship Policy provides guidance and procedures for staff to apply in these circumstances, allowing for payment of outstanding fees and charges without enforcing membership restrictions.

7. Fees for Other Services

All Fees and Charges for other services are detailed in the Schedule of Fees and Charges.

8. SWIFT

GVL is a member of the SWIFT Library Consortium, a network of public libraries across Victoria who share a Library Management System and utilise a shared library catalogue and resources. Members of Swift libraries have reciprocal borrowing rights across the Swift network.

Members of any Swift library may borrow and return to any other Swift library branch. Borrowing terms and conditions and overdue fees may vary at other Swift libraries. Holds for items from other Swift libraries are free.

9. Responsibility for Implementing this Policy

Library staff are responsible for implementation of this policy.

10. Related Documents

Financial Hardship Policy
Local Law No 1 2016
Schedule of Fees and Charges