

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 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 proof of identification with name and current address such as driver's licence, bank statement or local rental agreement. Members will be entitled to an unlimited number of loans, and must agree to comply with all Goulburn Valley Libraries policies and procedures.

- **Information collected** will include name, residential and postal address (if different), and date of birth. This information will remain confidential.
- **All membership cards must be signed** by the adult joining for themselves, or for their children (under 18), as this action confirms acceptance of Goulburn Valley Libraries policies and conditions of membership.
- When joining the library service, applicants 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, stream video content and change personal details on their account.

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

Members are responsible for all items issued on their membership card until the items are discharged from the membership record. Members must pay replacement costs for items lost, destroyed or damaged whilst on loan to them.

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

Members must notify Goulburn Valley Libraries if a membership card is lost or stolen.

2.1 Victoria and Southern NSW

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

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

Members must notify Goulburn Valley Libraries 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 Goulburn Valley Libraries 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 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. They will be solely responsible for items borrowed on their membership card, and for payment of any fees or charges.

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 Goulburn Valley Libraries 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 Goulburn Valley Libraries are required to provide the following forms of identification:

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

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 Goulburn Valley Libraries 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.

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.

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 cannot be issued through kiosks as due dates need to be modified at check-out.
- Reference material is available for use in the library only.

3.2 Renewals and Overdue Items

Renewing items is available by visiting a library branch, via the self-check kiosks, 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.

Items not required by another member will be renewed automatically on the due date if not returned, and the member notified via email or SMS.

One further renewal is possible unless the item is required by another member. This renewal is not automatic but must be instigated by the member.

Long-overdue items will be assumed lost and members will receive invoices for replacement cost of these items.

Items may be returned to any Goulburn Valley branch or Mobile Library service, via after hour's return chutes or to any Libraries Victoria OneCard library.

Book club items cannot be renewed, and should not be extended.

Inter-library loans may be renewed after consultation with the lending library.

4. Charges

If an item on loan is lost or damaged beyond repair the fee is the cost recorded on the Goulburn Valley Libraries catalogue, if it is a Goulburn Valley Libraries item. Owning libraries of other items will determine the replacement cost of the item.

5. Requests

Hold requests for items from the regional collection are free. Hold requests for items can be made via the online public access computers in the library, or via our website.

Items not available in the Goulburn Valley Libraries collection, or through the OneCard library network, may be requested 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.

Audio-visual material and items published in the last 24 months cannot be obtained through the inter-library loan service. Goulburn Valley Libraries may decline to obtain items via the inter-library loan network. 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 Goulburn Valley Libraries Hardship Policy provides guidance and procedures for staff to apply in these circumstances, allowing for assistance in payment of outstanding fees and charges and variation to membership restrictions.

7. Fees for Other Services

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

8. OneCard network

Goulburn Valley Libraries is a member of the Libraries Victoria OneCard network, formerly known as Swift, a network of public libraries across Victoria who share a Library Management System and utilise a shared library catalogue and resources. Members of this network have reciprocal borrowing rights across the network.

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

9. Responsibility for Implementing this Policy

Library staff are responsible for implementation of this policy.

10. Related Documents

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