

Libraries Membership and Loans Procedure

1. Purpose

- 1.1. This procedure defines and outlines the conditions, responsibilities, and benefits for membership of Albury Libraries (The Library).

2. Scope

- 2.1. This procedure applies to all members of the public who are currently or wish to become a member of the Library and defines loan conditions.
- 2.2. This procedure applies to Libraries and Museum Team members.

3. Definitions

- 3.1. Audiobooks - is a recording of a book or other work being read out loud.
- 3.2. Daisy Players – an audiobook player designed to support DAISY (Digital Accessible Information System) format audio material, offering people who are blind or have low vision enhanced access to audio books.
- 3.3. High Demand Items – a library item with 2 or more reservations
- 3.4. Home Library - a service available to AlburyCity residents only, who by reason of age, illness or other incapacity, are unable to visit the Library personally. This can be temporary or for an extended period.
- 3.5. Interlibrary Loan –the process of borrowing to and lending materials from other library services.
- 3.6. Daisy Players – an audiobook player designed to support DAISY (Digital Accessible Information System) format give people who are blind or have low vision a lot of functionality to access and enjoy audio books.
- 3.7. The Library - all library services provided at the Albury LibraryMuseum and Lavington Library including home library, outreach and online services.
- 3.8. Library App – a mobile friendly phone application that allows Library members to browse and search collections including eBooks and Audio eBooks, manage your loans and reservations
- 3.9. Long Overdue Item –an item that a Library member has failed to return over 42 days past the due date.
- 3.10. Lost Item –an item that a Library Member has either: failed to return the item 90 days after the due date for return, the item is reported lost, the item is reported stolen, or the item is not located after a stock take.

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- 3.11. Save Power Kits –kits that provide tools, information and a guidebook to help the community make their homes more energy efficient.

4. References

- 4.1 Related Council Policy
- Albury Libraries and Museum Business Plan 2018 - 2023
 - AlburyCity Library Collection Development Policy (Draft 2022)
 - AlburyCity Code of Conduct (December 2022)
 - AlburyCity Customer Service Charter (September 2012)
- 4.2 Related Council Procedures
- AlburyCity fees and charges schedule
- 4.3 Related legislation
- New South Wales Library Act (1939).
 - NSW Library Regulation (2018).
 - NSW Privacy and Personal Information Protection Act (1998).
 - NSW State Records Act (1998).
- 4.4 Related National Standards
- Australian Interlibrary Resource Sharing (ILRS) Code, May 2022

5. Library Membership

- 5.1 Membership of the Library is free to both residents and non-residents of the Albury Local Government Area.
- 5.2 Registration for membership can be completed onsite at The Library or online via the Library webpage.
- 5.3 The following conditions of membership must be agreed to by prospective members:
Application for Library membership requires you to provide personal information as defined in the Privacy and Personal Information Protection Act 1998. The Library requires this information so your membership application can be processed. The supply of this information is voluntary; however, without membership some services will not be available. This information will only be used within AlburyCity Council.
The Library is required to collect and retain this information and to record that documentation, supporting your application, where relevant, has been sighted. You have the right to request access to and/or correct any personal information concerning you held by the Library. Routine corrections, changes and enquires should be directed to a Library team member.
I recognise that I am responsible for all library materials issued on my library card and agree to pay replacement value of any items lost or damaged whilst on loan to me. For further

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*information on fees and charges, please refer to fees and charges on the AlburyCity website.
I declare the information contained in this application is true and correct.*

5.4 Acceptable forms of identification include but are not limited to:

- Drivers Licence
- Council rates notice,
- Utilities bill showing current address,
- Health care card with current address,
- Financial institution statements showing current address,
- Motor registration with current address, or
- Rental agreement.

5.5 Categories of Membership

Adult membership	Persons over 18 years of age.
Junior membership	Persons under 18 years of age.
Junior Internet user membership	Persons under 18 years of age whose parent/guardian has given consent to allow the individual to access the Internet at the library.
Junior living independently membership	Persons under 18 years of age and living independently from their parents/guardians and can prove such with an accepted form of identification. This membership type will be given the same Membership Category and borrowing privileges as an adult member.
Home library member	Persons residing in AlburyCity who are unable to visit the Library.
No fixed address member	Persons over 18 who are unable to provide proof of address. Membership provides access to all online services and limited borrowing of physical collection (2 items for 2 weeks with 2 renewals).
Organisational membership	Institutions including schools, preschools, community centres and retirement villages,

5.6 Responsibilities of Library Membership

5.6.1 By completing the registration form, the card holder/guarantor agrees:

- to comply with all library rules and regulations,
- to be responsible for any loss or damage to materials, and
- to provide notice of any change of address or if the card is stolen, lost or destroyed.

5.6.2 The signature of a parent or guardian is required on the membership card for any Junior library member. By signing the membership card, the parent or guardian agrees to assume responsibility for all materials borrowed on the card as well as any associated charges.

5.6.3 A membership card or proof of identification is required each time a library member wishes to loan library materials.

5.7 Privileges of Library Membership

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5.7.1 Library members are entitled to loan library collection items, both physical and digital.

5.7.2 Library members can use their membership cards to access public computers at The Library and online resources offered by the Library.

5.8 Home Library Membership

This service is available to AlburyCity residents only, who by reason of age, illness or other incapacity, are unable to visit the Library personally. This can be temporary or for an extended period. Examples include:

- Leaving home is a major effort;
- Inability to leave home unassisted;
- A carer whose access to services outside the home is restricted.

5.9 Book Club Membership

- Any member of the Library is eligible to join one or more of the library book clubs by completing a book club membership form.
- An annual fee, outlined in the schedule of fees and charges, is charged for membership of each club and is due by the first week of March each year.
- Book Club groups are required to have a minimum of 5 members with a maximum of 10 members.
- Each Book Club will be required to nominate a Group Coordinator who is responsible as the main contact person for the Library.
- Book Clubs can meet at the Library during business hours or a venue offsite.

6. Library Lending service

6.1 The Library circulates materials in a variety of formats including, and not limited to, books, magazines, audio books, DVD, and other items. The following terms of loan are applicable as indicated:

Items for Loan	Limit on numbers loaned	Loan period
<ul style="list-style-type: none">• Books• Magazines• Audio books• DVDs• Boardgames	50 physical items with any format combination per member. MA rated DVDs are restricted to members over 15 years. R rated DVDs are restricted to members over 18 years.	Initial loan period of 2 weeks (with 2 renewal periods (4 weeks), except if an item is reserved by another library member. Home Library members will be allowed a 4 week loan period with 1 renewal period (4 weeks).
Book Club Sets	Limit of 2 sets (20 items) at a time	Loan period of 5 weeks with no renewals.
<ul style="list-style-type: none">• Ebooks• eAudiobooks• eMagazines	Vendor Dependant.	Vendor Dependant.

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High Demand Items		Loan period of 2 weeks with no renewals. Home Library members will be allowed a 4-week loan period with no renewals.
Save Power Kits	1 kit per member	Loan period of 2 weeks with 1 renewal period (2 weeks).
Daisy Players	1 player per member	Loan period up to 52 weeks.

6.2 Bulk loans of collection material can be arranged for Organisational members, depending on collection depth and needs of organisation.

6.3 Physical library items can be returned to any branch of the Library.

6.4 The Local Studies Collection material and Newspapers can only be used in the Library.

6.5 The Library reserves the right to temporarily restrict the loan of collection items for specific needs or programs.

7. Request for an item not held by the Library

7.1. A request to purchase an item not held by the Library can be made at the Library or online.

7.2. The requested item will be considered for purchase for inclusion in the library collection, in accordance with the Albury Libraries Collection Policy.

7.3. Items that are out of print or not consistent with the Library Collection Policy, may be obtained from another library service through the Library's interlibrary loan service.

8. Renewal of items on loan

8.1 The Library uses an automated renewal service - loans will automatically renew on the day the item is due. Automatic renewal will not occur if the item has been reserved by another Library member, or if it has already reached the maximum 2 renewals.

8.2 Each item can only be renewed twice.

8.3 Items required by other library members cannot be renewed.

8.4 Items can be renewed at any branch of the Library, in person, by telephone or email, and through member services via the Library's catalogue and via the Library's app.

9. Reservation of Library Items

9.1. Library items available for loan can be reserved by library members at no cost.

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- 9.2. Reservations are limited to 40 at a time. Items available and located at another branch of the Library can be reserved and will be transferred for collection to the branch requested by the library member.
- 9.3. The library member will be contacted when the requested item is available for collection via their preferred notification method.

10. Overdue items

- 10.1. It is the responsibility of library members to return all items borrowed on their card by the due date.
- A first overdue item notification will be sent to the library member at 2 weeks overdue.
 - A second overdue item notification will be sent to the library member at 4 weeks if the item still has not been returned.
 - A final overdue notice will be issued for the replacement cost of the items outstanding will be sent at 6 weeks overdue.
- 10.2. Library membership will be suspended until items are returned or replacement costs paid.

11. Interlibrary Loans

The Library will supply on request to other libraries, collection items from the Library's collection and borrow on request collection items from other libraries in accordance with the *Australian Interlibrary Resource Sharing (ILRS) Code*.

11.1 Interlibrary borrowing from other libraries

- An initial fee applies to Interlibrary Loans. This fee is set in the AlburyCity Council's Fees and Charges Schedule. The Library will attempt to obtain any Interlibrary Loan material at a minimum cost to the requestor. Additional charges may be incurred from the lending institution for Interlibrary loans and will be passed on to the borrower.
- The Library will obtain where possible, on Interlibrary loan, material not available for purchase or material which does not meet the selection criteria of the Albury Libraries Collection Policy.
- Photocopies and scans of newspaper and magazine articles will be made available subject to compliance with the Copyright Act. Charges will be applied in line with AlburyCity Council's Fees and Charges Schedule and the *Australian Interlibrary Resource Sharing (ILRS) Code*.
- Loan periods are set by the lending library. Renewals require permission of the lending library.
- The lending library may place restrictions on the items obtained (For example: only used within the Library) and these will be communicated to the borrower.

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- Charges for non-return, damage or loss of items will be in accordance with those set by the lending library and will be the responsibility of the borrower.

11.2 Interlibrary Lending to other libraries

- The Library will loan books, DVDs, and talking books to other libraries. Copies of articles will be made available subject to compliance with the Copyright Act. Charges will be applied in line with AlburyCity Council's Fees and Charges Schedule and the *Australian Interlibrary Resource Sharing (ILRS) Code*.
- The Library will not lend high demand items, Local Studies Collection material, or items published within the last two years for interlibrary loans.
- Reservations for items by the Library's members will take precedence over requests from other libraries.
- The loan period for interlibrary loans to other libraries is six weeks; this may be renewed once, at a further period of two weeks.
- The Library may place restrictions on items sent on interlibrary loan (For example: For use within the Library Only)

11.3 Bulk Loans from State Library of NSW

The Library will obtain, at no charge to the requestor, bulk loans of community language material from the State Library of NSW. Lending conditions for this material will be as for other Library material.

12. Lost or Damaged Library Cards

A replacement fee is charged for a lost or damaged membership card. The fee is set annually and adopted by AlburyCity Council as part of the Fees & Charges Schedule.

13. Lost and/or Damaged Items

13.1. Library items lost or damaged by a library member will require the member to pay replacement costs and associated processing fees as set in AlburyCity Fees and Charges.

13.2. If the card holder is under 18 years of age, the responsibility lies with their parent or guardian, unless the member is deemed as living independently.

13.3. The signatory for Organisational members is responsible for all items and fees.

13.4. Payment of replacement and associated processing fee is non-refundable.

7. Authorisation

Owner	Directorate	Community and Place – Libraries and Museum Team
	Responsible Officer	Team Leader Libraries and Museum
Authorisation	Insert 'Approved Executive' or 'Adopted Council'	

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	Include date approved/adopted	
Review Date	Insert date four years from last issue date, or earlier if required	
Register	Public Policy and Procedure Register.	
Record of Amendments	Insert date	Provide brief description of the change.
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