

<b>Policy Adopted by YPRL Board</b>	
Policy Name	<b>Membership Policy</b>
Version number	5.0
Policy date	December 2019
Date to be reviewed	October 2022
Responsibility	CEO
Related Policies and Procedures	Operations Manual
Policy Updates	December 2019 <ul style="list-style-type: none"> <li>• Removal of all references to overdue fines; replaced the word 'fines' with the word 'charges'</li> <li>• Amended removal of members from LMS from 3 years to 2 years</li> <li>• Changed overdue 'block' status on user cards from 40 days to 7 days</li> <li>• Reduced the assumed lost notice from 40 days overdue to 21 days overdue</li> <li>• Removed clause regarding charges for junior members</li> <li>• Updated wording for Toy Library to Learning and Toy Library and residency requirements</li> </ul>

## **Purpose**

The Yarra Plenty Regional Library (YPRL) Membership Policy describes the various categories of membership and the terms and conditions for each of these.

## **Scope**

This Policy applies to all individuals and organisations who wish to become members of YPRL.

## **Eligibility**

Any Victorian resident is eligible for free membership of the Library Service. YPRL also provides temporary memberships to visitors from interstate or overseas who can provide identification of their permanent and temporary addresses.

YPRL Membership provides access to all branches, Mobile and Outreach vehicles and eLibrary services.

Library Members are automatically removed from the Library Management System (LMS) if they have not borrowed a physical item within 2 years and do not have any items or charges outstanding. (This does **not** apply to Digital Memberships.).

## **Membership categories**

### **Adult Membership**

- Individuals applying for this membership are required to provide proof of name and current address. Photo ID is preferred where possible. Only one form of ID providing proof of address is required;
- YPRL Adult Membership provides access to all branches, mobile and eLibrary services;
- All members, on joining, agree to abide by Yarra Plenty Regional Library terms and conditions of membership. Details available on the website.

### **Under 18 Memberships**

- A person under the age of 18 can be issued with a membership card if they are accompanied by a parent/primary carer or guarantor (aged over 18 years of age) who can provide appropriate identification, as per the Adult Membership requirements;
- A Junior Membership consent form must be completed and signed by a parent/primary carer or guarantor;
- This parent/primary carer or guarantor may nominate a second responsible adult (aged over 18 years of age) who can access and/or amend the card details where required after producing identification;
- By signing the form, the parent/primary carer or guarantor takes responsibility for the terms and conditions of membership.

### **Under 18 Independent Memberships**

- Young people between the ages of 16 and 18 who have their own health care card or who live independently may join as an adult;
- Proof of name and address is required;
- Exchange/International students can provide a verification letter from their school;
- Young people residing in a Youth Refuge Centre may join upon receipt of identification of name and address from the Centre.

### **Temporary Memberships**

- This membership is available to visitors and short-term residents;
- One form of ID is required, this does not need to be proof of address;
- The number of items borrowed is restricted to 5 items;
- Temporary Membership is available for a maximum period of 12 months.

### **Digital Membership**

- Membership is available to all Victorian residents;

- A person under the age of 18 can be issued with a Digital Membership if they have approval from a parent/primary carer or guarantor (aged over 18 years of age);
- Applicants must complete an online membership form which then entitles them to all eLibrary and in-library PC services;
- Access to borrowing physical items will require an upgrade to an Adult, Under 18 or Under 18 Independent Membership as per the terms and conditions of those memberships.

### **Organisational Membership**

- Organisational Memberships are offered to institutions such as schools, kindergartens; formal child care centres and organisations involved with aged services;
- Organisational Memberships are reviewed every 12 months;
- Due to copyright regulations no DVDs can be issued;
- Organisational members can borrow up to 30 items;
- Overdue notices will be issued as per individual membership terms and conditions;
- The Organisation takes full responsibility for items borrowed. Lost or damaged items will require payment of replacement.

### **Home Library Service Membership**

- Yarra Plenty Regional Library's Home Library Service (HLS) is a free service for housebound residents. The service is available to anyone who is unable to visit the library branches;
- Conditions of membership are the same as for Adult Memberships however the loan period is 8 weeks;
- Inter Library Loans charge does not apply.

### **Book Club Membership**

- All Book Clubs are charged an annual fee;
- Book Club Membership is provided to fee paying members;
- Book Club Membership is valid for one calendar year;
- Book Club invoices are generally all emailed in January;
- The Book Club takes full responsibility for items borrowed. Lost or damaged items will require payment of replacement.

### **Learning and Toy Library Membership**

- The Learning and Toy Library (LTL) is located at Lalor Library;
- Membership is available to children aged 0 - 12 years;
- Proof of name and address is required;
- A maximum of 3 items can be loaned for a 3-week period;
- Toys may be renewed twice;
- Toys can only be borrowed and returned at Lalor Library during LTL opening hours.

## Acceptable forms of identification - examples

- Drivers licence
- Student ID
- Rates notice
- Centrelink card
- Official rent/lease agreement
- Utilities bills
- Official communication from bank/financial institution
- Letter from school/university
- Letter from refuge/temporary accommodation
- Letter from place of work

## Membership terms and conditions

- All members, on joining, agree to abide by the terms and conditions of the membership;
- Library users can borrow without their library card if they are able to provide Identification or know their library card number;
- The loan limit is 30 items. The loan period is 3 weeks. HLS Members loan period is 8 weeks. The loan limit for Temporary Memberships is 5 items;
- Items can be renewed twice provided they have not been requested by another patron;
- There is no charge for placing a hold on an item. There is a limit of 10 holds per card;
- All Library materials can be returned at any service point in the Region during opening hours. After hours return chutes are available at all branch libraries, excluding Learning and Toy Library items;
- All items must be returned or renewed by the due date;
- Library users will not be able to borrow if they have any item that is 7 days overdue;
- Library users will not be able to borrow if they have charges of more than \$20.01 or any amount over \$2.00 not paid after 21 days;
- Provision is made for discretionary reduction or waiving of charges and bills in exceptional circumstances such as illness or financial hardship;
- A courtesy email or SMS reminder is sent to all borrowers who have provided an email address/mobile phone number as their preferred form of notification two days before items are due and another notification seven days after the items were due, if not returned in the meantime. An assumed lost notice is posted out if items are still overdue at 21 days;
- The library service will investigate all claims that items showing as on loan to a borrower's card have been returned or never borrowed;
- Membership may be blocked for failure to return overdue items or report damage to borrowed items or for non-payment of outstanding charges;
- A debt collection agency is used to recover items that have not been returned after 61 days, or the value of those items that have not been returned. The minimum amount is \$50. Invoices for outstanding items which do not meet the minimum amount will not be forwarded to the outside agency. The item will remain on the borrower's card and borrowing privileges will remain blocked until the item is either returned or paid in full;

- Receipts are available for all charges and bills paid at the branch libraries;
- If an item previously reported lost and paid for is subsequently found within 6 months, a refund for the value of the item will be made if the item is in good condition and the receipt produced;
- MA15+ and R rated materials may not be borrowed on an Under 18 Membership card. (This is a legal requirement);
- If a card has been lost or stolen a patron is entitled to a replacement card at a charge of \$2.50. Library patrons must provide current identification with their address on it.

## **Responsibilities of members**

Members are responsible for:

- reporting loss of their membership card;
- notifying change of name and/or address, email or phone number;
- undertaking to pay the full replacement value for any Item lost, damaged or stolen while on loan to their membership card or on an Under 18 membership they approved;
- returning or renewing items by the due date. No item will be considered to have been returned to the Library until it is shown as returned on the LMS;
- reporting any damage discovered in any item on loan to their membership card. This damage must be reported at the time of issue or immediately on return.

## **Inter-Library loans**

- Inter-Library Loan is a co-operative system between libraries throughout Australia to provide collection resource sharing through reciprocal borrowing;
- There is a charge of \$10 per interlibrary loan;
- When an item cannot be obtained from another public library and is only available from a library that charges for ILL, the additional charge of \$16.50 (or amount set by the lending library) is also passed onto the library user.

## **Confidentiality of records**

- Confidentiality of membership records will be maintained by the Library Service as per the YPRL Privacy Policy and Bibliocommons Privacy Statement.

## **Staff/Volunteers Borrowing**

- Staff Memberships are available to current YPRL staff and volunteers;
- Staff must have a membership to be able to borrow;
- Staff usage may be monitored;
- Staff may issue and return their own materials;
- Staff may not borrow items before they are available to the public;
- The 30 item and 3-week loan limits apply;
- Overdue reminders will be sent. The 2 renewal limit applies. No renewals may be made on items on hold, and queue jumping is forbidden;
- All lost and damaged items must be paid for.