



# Gladstone Regional Council

## Council Policy

Title	<b>LIBRARY MEMBERSHIP AND BORROWING</b>
Policy Number	<b>P-2014/42</b>
Responsible Directorate	<b>CORPORATE &amp; COMMUNITY SERVICES</b>
Responsible Officer	<b>REGIONAL LIBRARIAN</b>
Date of Adoption	<b>16 DECEMBER 2014</b>
Resolution Number	<b>G/14/2288</b>
Date Review Due	<b>16 DECEMBER 2017</b>

### 1.0 PURPOSE:

To establish Gladstone Regional Council library membership requirements and library borrowing criteria.

### 2.0 SCOPE:

This policy applies to Queensland Residents wishing to join the Gladstone Regional Library Service.

### 3.0 RELATED LEGISLATION:

Libraries Act 1988

### 4.0 RELATED DOCUMENTS:

- Queensland Public Library Standards Operational Service Standards 1.2.3 Standards for policies, procedures and local laws
- State Library of Queensland - Service Level Agreement for Public Library Services between Library Board of Queensland and Gladstone Regional Council

### 5.0 DEFINITIONS:

'*Online Formats*' - means digital media that can be streamed from the internet.

## 6.0 POLICY STATEMENT:

### 6.1 Membership Criteria

To become a member of the Gladstone Regional Library Service, applicants must be Queensland residents.

The following Library Membership categories have been established to assist in managing library borrowings:-

- Category A Adult member
- Category B Member under 18
- Category C Home Library Service
- Category D Institution (group, organisation, school or other library).

The following information is required to apply for membership:-

(A) Adult member

- (i) full name; and
- (ii) date of birth; and
- (iii) current Gladstone region residential address and alternate contact address or permanent Queensland address
- (iv) postal address; and
- (v) telephone numbers including home, business and mobile if applicable; and
- (vi) email address if applicable; and
- (vii) employer details if applicable; and
- (viii) one of the following documents that show current Gladstone or Queensland residency
  - current driver's licence
  - official letter or document giving current employment & accommodation details;
  - bank statement;
  - current pensioner card;
  - rental receipt, rental bond authority receipt;
  - electricity or telephone account or similar.

(B) Member under 18

- (i) full name; and
- (ii) date of birth; and
- (iii) current Gladstone region residential address and alternate contact address; and
- (iv) postal address; and
- (v) telephone numbers including home, business and mobile if applicable;
- (vi) email address if applicable; and
- (vii) the parent or guardian of the applicant must provide proof of identity in accordance with (A) (viii)

This will need to be at Manager's discretion as there will be circumstances where some Applicants under the age of 18 are independent of their parents.

(C) Home Library Service

Must supply details as listed in (A)(i) to (vii) and in addition must supply

- A Doctor's certificate or
- Referral from a health professional or community organisation.

(D) Institution (group, organisation, school or other library)

- (i) full name of business or institution; and
- (ii) registered office address; and
- (iii) business address; and
- (iv) postal address; and
- (v) telephone numbers including home, business and mobile if applicable; and
- (vi) email address if applicable; and
- (vii) a letter on institutional letterhead signed by an authorised officer -
  - requesting institutional membership of the library; and
  - listing names of persons who may use the institutional membership.

## 6.2 General Rights and Obligations of Membership

Gladstone Regional Library Service Membership attracts the following rights and obligations:

6.2.1 Members will be provided with a membership card which is non-transferable and must be signed and presented when borrowing library items.

6.2.2 The Library Service must be notified when any of the following occurs:-

- (i) When a member changes their name, address or contact details;
- (ii) When borrowed items are lost or damaged;
- (iii) When Membership Cards are lost or damaged.

## 6.3 Loan periods

6.3.1 Unless otherwise determined by the library service, the length of time a member may borrow any item will be three (3) weeks for all membership categories.

6.3.2 Items borrowed must be returned by the due date.

6.3.3 The borrowing period may be extended if the item is not reserved by another member.

6.3.4 Three (3) extensions of the loan period may be granted without the items being brought into the library.

6.3.5 Borrowing Limits - Each member is entitled to a maximum of twenty (20) physical items which may consist of:-

- Books
- Magazines
- DVDs
- CDs
- Audio Books

Members may also borrow online formats such as books, movies, music, etc which are streamed from the internet and accessed by authorisation codes in accordance with licensing arrangements. Borrowing limits for these items is subject to the licensing limits set by suppliers.

Up to ten (10) items (excluding online formats) may be placed on reservation by each member at any one time.

#### **6.4 Overdue items**

6.4.1 If an item becomes overdue for a period of seven (7) days, an Overdue Notice will be sent to the member seeking the return of the item/s. The borrowing privileges of the borrower will be suspended until the overdue items are returned or paid for.

6.4.2 If overdue items are still outstanding after a further twenty-one (21) days, a Final Overdue Notice will be issued to the member. The borrowing privileges of other members of the immediate family living at the same address, will be suspended until the outstanding items have been either returned or paid for.

6.4.3 Where an invoice has been raised for the cost of unreturned library items, the following will apply for the particular circumstances:

- a. After the invoice has been raised and before the member pays the account, the library items are located and returned, the invoice will be written off.
- b. If a member has paid an invoice for unreturned library items and those items are then found, they will not be accepted as returned items. On payment of the account, the items have become the property of the member.

6.4.3 If a member has an Overdue Notice issued three (3) times within a twelve (12) months period, the member's borrowing privileges will be suspended for three (3) months. If this member is issued three (3) Overdue Notices within a subsequent twelve (12) months period, the member's borrowing privileges will be suspended for six (6) months.

6.4.4 If a member has an outstanding debt for unreturned items written off by Council, that member's borrowing privileges shall be revoked until such time as the debt has been cleared.

#### **6.5 Inter-library loans**

A member may request at any one time up to ten (10) items that are held by another institution. No charges are to be levied for these inter-library loans or reservations except where fees charged by other institutions need to be passed on to the member. This will be at cost.

**7.0 ATTACHMENTS:**

Nil

**8.0 REVIEW TRIGGER:**

This policy will be reviewed when any of the following occur:

1. The related legislation/documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council
3. Periodic Review – 3 years from date of adoption.

<b>TABLE OF AMENDMENTS</b>		
Originally Adopted	20 November 2012	G/12/1315
Amendment 1	16 December 2014	G/14/2288
Amendment 2	<INSERT DATE COUNCIL MEETING>	<INSERT RESOLUTION NUMBER>
Amendment 3	<INSERT DATE COUNCIL MEETING>	<INSERT RESOLUTION NUMBER>

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**STUART RANDLE**  
**CHIEF EXECUTIVE OFFICER**