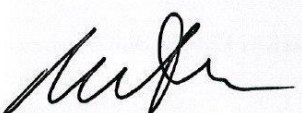




Mildura Rural City Council

## Libraries & Knowledge Hubs- Membership and Usage Policy

### Policy - OP048

Prepared	Reviewed	Approved	Date
Manager Libraries & Knowledge Hubs	General Manager Healthy Communities	CEO	February 2025
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CEO Signature: 			

#### 1. The purpose of this policy is

To ensure that all members and staff are aware of the terms and conditions of Mildura Rural City Council Libraries membership and usage.

#### 2. Policy Statement

Library Staff are committed to collecting, organising and disseminating library materials and performing related duties for users as efficiently, equitably and accurately as possible. The following policy outlines membership and access to the resources and services available.

Personal information collected will include name, date of birth, gender, residential address and postal address (if different), email address and phone number.

All membership cards must be signed by the adult person joining for themselves, or for their children (under 18 years of age) in person at the Library, as this action confirms responsibility for items borrowed. In certain circumstances, where there are barriers to access a staffed library branch the Manager Libraries & Knowledge Hubs may consider alternative arrangements.

#### 3. Principles

##### Membership - Residents

**Residents** are those persons who reside within the Mildura Rural City Council and neighbouring municipalities in other states (see definitions) or the State of Victoria.

To join as a resident, identification with name and proof of current residential address is required.

**Children under 18 years of age** require the signature of a parent or legal guardian and appropriate identification showing current residential address and witnessed by Library staff.

**Independent Youth Membership** is available for people aged 16-18 years who are living independently of a parent/guardian. Proof as per resident membership is required. A Centrelink issued health benefit card should/can be produced as evidence of independent living and may also be used as further evidence of a person's address. A personal Medicare Card also demonstrates living independently.

### **Special Circumstances**

To reduce barriers to access, referrals from social support agencies will be accepted under a case-by-case basis by Manager Libraries & Knowledge Hubs.

### **24/7 Access – Murrayville Library**

To join as a 24/7 Access member requires the following: -

- Adult membership of the Library
- Agree to and sign the conditions of use
- Pay the deposit
- Complete an induction
- Receive a Facility User card

### **Membership – Organisations and Home School**

To join as an organisational member, an Organisation Nomination Form must be completed by the principal or manager of the organisation. This form must list the names of the people in that organisation who have been nominated to join on behalf of that organisation. The principal or manager accepts responsibility on behalf of the organisation or school for the material borrowed on one or more cards held by the organisation.

The organisation member needs to provide personal identification together with the referral letter to obtain this membership. A separate card will be issued. Organisation Membership cards are issued on an annual basis. All material must be returned by the end of December in any given year before membership can be renewed.

To join as a Home School member, the certificate of registration is required as identification as well as personal identification.

### **Membership – Book Clubs**

A Book Club Membership requires the resident to join an existing Library Book Club group or start a new group. An annual fee applies as per Council's

Fees and Charges Schedule. Identification is required as per Resident Membership. The resident must be a library member to join a Book Club.

### **Membership – Library of Things**

To borrow items from the Library of Things collection, customers must be over the age of 18 and sign a [Mildura Rural City Council Library of Things Equipment Hire Wavier and Terms & Conditions](#).

### **Membership - Home Library Service**

The Home Library Service is available to residents and their carers living in the Mildura Rural City Council area who experience access barriers in visiting library branches in person or are a resident in an aged care facility.

### **Membership - Interstate and International visitors**

Interstate and International visitors are required to pay a deposit fee. (See Council's Fees and Charges) to join Mildura Rural City Council Libraries. Identification showing a current residential address must be provided. A membership option is available for a family of four people.

### ***Examples of Acceptable forms of Identification***

- Drivers licence
- Local Government Residential Rates Notice
- Concession card / health benefit card
- Official rent / lease agreement
- Electricity / water / gas / phone bills.

### **Borrowing**

Mildura Rural City Council Libraries membership cards (physical or digital) or Libraries Victoria Consortia Library card must be presented in order to borrow library materials.

Certain circumstances will be considered by the senior staff on duty if photographic identification is provided.

Members are unable to borrow library materials if there are charges of over \$15.00 on their membership card.

Member loan limits include:

- Residents – 20 items;
- Home Library Service – 20 items;
- Organisational and Home School – 20 items;
- Interstate and International Visitors – 4 items each.

- Visitors - Family memberships are entitled to four cards on that membership with 4 items each.

### **Loan Periods**

Reference material and special collections (e.g. Local History) are available for consultation in the library only.

DVD's, CD's, and Magazines are available for a two week loan period.

Books and Audio Books are available for a four week loan period.

Library of Things are available for two week loan period and two items at any one time.

Organisation, Home School and Book Club Memberships have a six week loan period.

### **Confidentiality of records**

The Mildura Rural City Council has a Privacy and Data Protection Policy that adheres to the Privacy and Data Protection Act 2014.

### **Suspension or Banning of Membership and Admission to Libraries**

The Manager Libraries & Knowledge Hubs may permanently or temporarily suspend the membership and/or ban access to Libraries to any person who is in breach of this Policy, any Library policy or the Customer Code of Conduct.

### **Temporary suspension of library privileges**

The decision to temporarily suspend a person's library privilege lies with the Manager Libraries & Knowledge Hubs. The length of suspension may be a minimum of three months, six months or twelve months and library privileges suspended may include the following: computer access, borrowing items from the collection and entering the libraries. In deciding length and extent of suspension the following factors will be considered – previous warnings issued, severity of offence, impact of behaviour on others, any safety implications. Written notification of temporary suspension will be sent to suspended person. In the case of a person under 18 years written notification of temporary suspension will be sent to the suspended person's parent/guardian. Date of minimum suspension will be noted on membership card and communicated to Library staff.

Suspended persons who wish to resume use of the Mildura Rural City Council Libraries must arrange a meeting with the Manager Libraries & Knowledge Hubs and agree to the terms and conditions of Library use, and

sign the *Completion of Library Membership and Access suspension period form*.

### **Permanent withdrawal of library privileges**

The decision to permanently withdraw a person's library privileges lies with the Manager Libraries & Knowledge Hubs. It is reserved for cases where the person is deemed a threat to the safety of others. Written notification of permanent withdrawal of library privilege will be sent to the banned person and communicated to Library staff. In the case of a person under 18 years, written notification of permanent ban will be sent to the banned person/parent/guardian.

<b>Minimum 3 month suspension</b>	<ul style="list-style-type: none"> <li>• Inappropriate and/or disruptive behaviour</li> </ul>
<b>Minimum 6 month suspension</b>	<ul style="list-style-type: none"> <li>• Inappropriate and/or disruptive behaviour continues after first suspension</li> </ul>
<b>Minimum 12 month suspension</b>	<ul style="list-style-type: none"> <li>• Threatening behaviour</li> <li>• The person poses a safety risk to staff and/or customers</li> <li>• Problem behaviour has typically required police involvement</li> </ul>
<b>Permanent suspension</b>	<ul style="list-style-type: none"> <li>• Problem behaviour continues after a 6 or 12 month minimum suspension</li> </ul>

Any permanent suspension, cancellation or banning by the Manager Libraries & Knowledge Hubs may be appealed in writing and it will be referred to the General Manager Healthy Communities for resolution.

#### **4. Who is responsible for implementing this policy?**

The Manager Libraries & Knowledge Hubs is responsible for implementation of this policy.

#### **5. Definitions**

Circulation	All aspects in the loaning of library materials
Neighboring municipalities	Wentworth Shire Council, Broken Hill City Council, Balranald Shire Council, District Council of Loxton and Waikerie, District Council of Renmark Paringa and the Southern Mallee District Council.

#### **6. Legislation and other references**

##### **6.1 Legislation**

For further information related to this policy see:

Privacy and Data Protection Act 2014

## 6.2 Documents

Refer to Promapp for current related processes

## 6.3 Risk Assessment Reference

<b>Risk Category</b>	✓	<b>Risk Category</b>	✓
Asset Management	✓	Financial Sustainability	
Committees		Human Resource Management	
Compliance – Legal & Regulatory		Leadership & Organisational Culture	
Contract Management		Occupational Health & Safety	✓
Contract Tendering & Procurement		Organisational Risk Management	✓
Corporate Governance		Project Management	
Environmental Sustainability		Public Image and Reputation	✓