



Title: Library Services - Membership

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Related legislation: New South Wales Library Act 1939

Related policies: Library Services – Borrowing
Library Services – Conditions of use

Related procedures:

Related forms: City of Canterbury Library Membership Application Form

Contents:

1. **Purpose**
2. **Objectives**
3. **Scope**
4. **Definitions**
5. **Principles**
 - 5.1 Membership Availability
 - 5.2 Application Requirements
 - 5.3 Responsibilities of Membership
 - 5.4 Suspension of Borrowing Privileges
 - 5.5 Suspension of Membership
 - 5.6 Membership Card Replacement
 - 5.7 Types of Membership
 - 5.8 Retention of Membership Forms
6. **Responsibilities**
7. **Procedures**

1. Purpose

The purpose of this policy is to outline the requirements for obtaining membership of the City of Canterbury Library and also to outline the responsibilities of library membership.

Rationale

Canterbury City Library receives approximately 190 new and renewed memberships every week across its four locations. People applying for a new library membership are required to provide adequate identification in order to do so. Library members are also required to agree to follow the library's rules and regulations which are outlined our policy register.

2. Objectives

The objectives of this policy are to:

- outline the requirements for people wanting to become a member of the City of Canterbury Library; and
- outline the responsibilities and conditions of library membership.

3. Scope

This policy applies to all members of the public who are currently or wish to become a member of Canterbury City Library

4. Definitions

"City of Canterbury Library" or "the library"

Refers to all branches of the library service (Campsie, Earlwood, Lakemba, Riverwood & the Home Library Service).

5. Principles

5.1 Membership Availability

Membership of Canterbury City Library is free to both residents and non-residents of the Canterbury Local Government Area.

5.2 Application Requirements

Applicants for library membership must complete a membership application form and provide proof of their identity and their permanent residential address. Acceptable forms of identification include but are not limited to:

For Address:

- Driver's licence
- Council rates notice
- Phone / water / electricity bill showing current address
- Social security card with current address
- Student card with current address

- Bank statement / passbook / cheque book showing current address
- Motor registration with current address
- Private health insurance card showing current address

For Identification (signature and / or photograph):

- Driver's licence
- Passport
- Credit card
- Photo identification tag

New members will be assigned a Library Membership Number and a Personal Identification Number (PIN Code).

5.3 Responsibilities of Membership

The library member assumes full responsibility for all use made of their card. By signing the membership card, the card holder agrees to comply with all library rules and regulations; to pay all fees; to be responsible for any loss or damage to materials; to provide immediate notice of any change of address; and to provide immediate notice if the card is stolen, lost or destroyed.

The signature of a parent or guardian is required on the membership application form for any child who applies for library membership and who has not attained the age of sixteen (16). By signing the membership application form, the parent or guardian agrees to assume responsibility for all materials borrowed on the card as well as any associated fees or charges.

A membership card is required each time a library member wishes to borrow library materials, or to use audio-visual equipment and public computers.

5.4 Suspension of Borrowing Privileges

The Library reserves the right to deny borrowing privileges to persons who do not present their membership card when they wish to borrow materials or use audio-visual equipment or public computers.

The Library reserves the right to deny borrowing privileges to persons who are in breach of library rules and regulations.

5.5 Suspension of Membership

Membership can be suspended due to a breach / breaches of the *Library Services - Conditions of Use Policy*.

5.6 Membership Card Replacement

A replacement fee is charged for a lost or stolen membership card. No fee is charged to replace a worn out borrower's card.

5.7 Types of Membership

The following categories of membership are available:

- General (Adult, Youth & Junior)
- Home Library Service & Library Bus (for housebound and/or mobility impaired)

- Institutional (for organizations such as schools, nursing homes and other libraries)

5.8 Retention of Membership Forms

As per the NSW State Records Act - General Disposal Authority (GDA10) Local Government Records, library membership forms will be retained for two years and then destroyed.

6. Responsibilities

- All Library Services staff have the responsibility of implementing this policy consistently across all locations of the library.

7. Procedures

The *City of Canterbury Library Procedures Manual* is now due to be updated. Specific procedures for the implementation of this policy will be clearly outlined in the updated manual.

7.1 Complaints

- Any complaint / appeal will be dealt with in the first instance by the Shift Supervisor.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:

Mr. Jim Montague
General Manager
Canterbury City Council
PO Box 77 CAMPSIE NSW 2194