



Upper Hunter
Library Network

Library Membership Policy

**Assembled by Technical
Services Librarian**

**Adopted By Council
30 August 2017**

Library Membership Policy

PURPOSE

The purpose of this policy is to outline the requirements for obtaining membership of the Upper Hunter Library Network and also outline the responsibilities of library membership.

Rationale

The Upper Hunter Library Network receives new and renewed memberships every week across its seven locations. People applying for a new library membership to borrow physical resources from our libraries are required to provide adequate identification in order to do so. Library members are also required to agree to follow the library's policies and procedures which are outlined in our policy register and available at each location and online.

POLICY OBJECTIVES

The objectives of this policy are:

- Outline the requirements for people wanting to become a member of the Upper Hunter Library Network
- Outline the responsibilities and conditions of library membership

SCOPE

This policy applies to all members of the public who are currently or wish to become a member of the Upper Hunter Library Network. Upper Hunter Library Network refers to all branches of the Upper Hunter Shire Library and Upper Hunter Regional Library including Aberdeen, Cassilis, Denman, Merriwa, Murrurundi, Muswellbrook and Scone.

POLICY STATEMENT

MEMBERSHIP

Membership to the library is free, in accordance with the requirements of the Library Act 1939.

The library offers several different categories of membership and requires formal identification to join the library, as detailed below.

CATEGORIES OF MEMBERSHIP

Library membership is available in the following categories:

- Dependant Minor (Junior and Young Adult) – Persons under the age of 18 years may become members (including infants) provided they have permission of a parent or legal guardian. The parent or guardian should accompany the child to the library and produce current identification when signing up the Junior member. The parent or legal guardian must agree to responsibility for any return of items and payments of late/replacement fees.
- Independent Minor –Independent young adults over the age of 16 years who are living out of home may join the library by showing identification with proof of ID. Independent young adult members must agree to the responsibility for the return of items and the payment of late/replacement fees.

- Adult (Adult and Senior 65+) – Permanent residents and ratepayers of Muswellbrook Shire and Upper Hunter Shire can join free of charge. Residents of neighbouring shires may join free of charge upon application.
- Reciprocal borrowers – Visitors and non-residents who are current members of their local public library within Australia may join as a reciprocal borrower. This type of membership is free, however a current membership card from their home library is required and staff are required to contact the home library to check that the membership is still valid.
- Institutional – Local organisations, schools and Australian library services may join the library at the approval of library management.
- Electronic Membership – residents and non-residents of the Muswellbrook and Upper Hunter Shires are eligible to become digital members. Digital members are limited to accessing digital library materials only, and must show acceptable ID to become a full member.

ACCEPTED FORMS OF IDENTIFICATION

Current Identification showing the current address must be produced prior to becoming a member. Accepted forms of documentation are listed below:

- Drivers licence
- Health care concession card
- Lease agreement
- Council rates notice
- Utility account notice
- Student card
- Bank statement with address included

Alternate forms of ID may be accepted provided that it includes current address details and is supplied by an official third party.

RESPONSIBILITIES OF MEMBERSHIP

Applicants for general library membership receive a physical library card and the library member, or guarantor for 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 policies and procedures; to pay all fees; to be responsible for any loss or damage to materials; to provide immediate notice of any change of address and contact details; and to provide immediate notice if the card is stolen, lost or damaged.

A membership card or proof of identification is required each time a library member wishes to borrow library materials. A membership card or proof of identification is also required for members to use audio-visual equipment and public computers in line with eSmart recommendations. In the occurrence a membership card is forgotten, accepted forms of identification may be used to loan items from the library.

SUSPENSION OF MEMBERSHIP

Membership can be suspended due to a breach of acceptable behaviours as detailed in the *Upper Hunter Library Network Overdue Returns Procedure* and *Cyber Safety Guidelines*. Suspension of library membership is only at the discretion of the Library Coordinator or higher management.

MEMBERSHIP CARD REPLACEMENT

A replacement fee is charged for a lost or stolen membership card. No fee is charged to replace a worn out or obsolete borrower's cards. Fees for card replacement may be waived only by the Library Coordinator or higher management.

COMPLAINTS

Any complaints are to be firstly directed to the Library Coordinator. If the customer remains unsatisfied, they may write to the General Manager of their respective council.

LEGISLATION

New South Wales Library Act 1939

Author

The Technical Services Librarian, with guidance from Coordinator UHSL, Coordinator UHRL and advisors eSmart Libraries.

Date June 2017

REVIEW HISTORY:

	<i>Current</i>	<i>Previous</i>	<i>Prior</i>	<i>Prior</i>
<i>Minute No:</i>				
<i>Meeting Date:</i>	07/2017			
<i>Review Date:</i>				
<i>Rescind Date:</i>				