



MANAGEMENT POLICY

MEMBERSHIP POLICY

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Responsible Position Manager Macquarie Regional Library
Branch Library Services
Division Liveability
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Description	Date
This policy details the membership categories and terms and conditions provided by Macquarie Regional Library (MRL)	26 July 2021
Notes: Existing policy reviewed in accordance with public library and industry standards Member councils consultation November 2021 – ED22/45486 & ED22/45484	

1. Introduction

The Macquarie Regional Library (MRL) is committed to providing quality library service with a range of membership options to meet individual and community needs while maintaining equitable access to collections and resources.

2. Policy purpose

This policy outlines the membership categories and terms and conditions of library membership.

3. Background and related legislation

The following legislation and Council publications are related to this policy:

- *Local Government Act 1993*
- *Library Act 1939, No 40*
- *Library Regulation 2018*
- *State Records Act 1998*
- *Privacy and Personal Information Protection Act 1998*
- *Government Information (Public Access) Act 2009*
- Dubbo Regional Council *Privacy Management Plan*

4. Related MRL policies and documents

- MRL Loans Policy
- MRL Customer Code of Conduct
- MRL Online Information and Internet Use Policy
- MRL Revenue Policy

5. Scope

This policy applies to individuals and organisations who want to use the services and resources of MRL. However, the Library reserves the right to alter the policy and procedure at any time, to meet extraordinary circumstances and improve customer service delivery.

6. Definitions

- **Member Councils** are Dubbo Regional Council, Narromine Shire Council and Warrumbungle Shire Council
- MRL operates seven (7) libraries at Dubbo, Wellington, Narromine, Trangie, Coonabarabran, Coolah, Dunedoo and three (3) services points of Baradine, Binnaway and Mendooran.

- **Customer** means any person, whether or not a member, who visits a library or service point of MRL to use library resources or facilities.
- **Member** means any person who has fulfilled the membership requirements and has a current membership card.
- **Guardian** means any person legally responsible for the care of a person under the age of 16 years and does not include a person providing childcare services.
- **Electronic resources** are online resources that include databases, eBooks, eAudiobooks, eFilms, eNewspapers and eMagazines.
- **Online services** include electronic resources and online platforms requiring authentication with library membership details.

7. Membership eligibility

- Membership is free to all residents and ratepayers of the member Councils' local government areas.
- Applicants must provide proof of identity with their name and current residential address. Accepted forms of ID are listed in Section 8.
- Applicants must complete a membership application form and sign to agree to the Terms and Conditions of Membership listed in Section 10.
- Membership is valid for three years from the registration date and may be renewed unless stated otherwise in Section 9.
- MRL reserves the right to suspend membership, borrowing rights or access to facilities if the Terms and Conditions of Membership (See Section 10) are not met.

8. Accepted forms of identification for membership

Identification must include name and current residential address at the time of application. Physical and digital IDs will be accepted.

- Driver's Licence
- NSW Photo Card
- Lease Agreement/Rental Receipt
- Utility Account (Gas, Electricity, Water, Phone)
- Rates Notice
- Official bank or financial institution document
- Other ID, including Social Security Card/Pension card, with a corresponding document showing current residential address
- Student Photo ID
- Digital ID

9. Membership categories

Customers are permitted one (1) individual membership card. Exceptions to this rule and other membership conditions may be reviewed on application to the Library Manager.

Membership categories available to residents and ratepayers of member Council areas:

- **Adult.** People aged 16 years and over. This category permits access to the Internet and public PCs in the Library.
- **Youth.** People under 16 years. A membership form must be completed and signed by the guardian who accepts responsibility for resources borrowed, fees and charges incurred, and the young person's behaviour when using library services, including their use of public PCs in the Library and online services.
- **eBorrower.** Six (6) months of access to online services only.
- **Home Library Service.** People living within the member Council areas who cannot physically visit the Library due to illness or disability. Library resources are selected and delivered to the member by library staff, volunteers or nominated family members. Membership eligibility is assessed annually.
- **Bulk Loan Service.** Available to aged care facilities and retirement villages only. The organisation holds membership with a nominated staff member as the cardholder. The organisation is responsible for resources on loan and any fees and charges incurred on the card. Membership is renewed annually.
- **Library Book Club.** Available to all Adult members upon application. Members receive five free reservations annually to support membership requirements. Members must attend three (3) library facilitated Book Club meetings annually to have their membership renewed. Members are encouraged to submit book reviews for MRL use.
- **Independent Book Club.** Available to all Adult members upon application. Membership requires a nominated club member as the cardholder responsible for items on loan and any fees or charges incurred on the card. This membership is for Book Club Kits only. Nominated Book Club cardholders can apply for an individual membership for personal borrowing. An annual membership fee and renewal conditions apply. No reservation fees apply for book club kits. One (1) kit can be reserved at a time. Loan limits apply.

Membership categories available for non-residents:

- **Reciprocal.** It is available to people who hold a current membership with another NSW public library in their local government area but are not current ratepayers or residents of the member Council areas. Verification of other library membership by MRL staff is required to complete the application. Membership is renewed annually. Loan limits apply.

- **Visitor.** There is a three (3) month membership for people temporarily residing within the Member Council areas. Applicants may be granted membership if they do not have immediate proof of address. Includes access to online services, and membership can be renewed on application. Loan limits apply.

Type of membership	Resource access	Loan limits *	Loan times	Reservation Limits	Fees & Charges	Membership Renewal
Adult (16 years & over)	All lending print and online services	30	21 days plus two renewals unless specified	15	Yes	Every three years
Youth (Under 16 years of age)	All lending print and online services. except items rated MA15+	30	21 days plus two renewals unless specified	15	Yes	Every three years
eBorrower	Online services only	Various. See eresource for details	Various. See eresource for details	Various. See eresource for details	N/A	Valid for six months
Home Library Service	All lending print and online services	30	Six weeks plus one renewal	15	No	Annual
Bulk Loan Service	All lending print and online services	60	Six weeks plus one renewal	15	Yes	Annual
Library Book Club	All lending print and online services	30	21 days plus two renewals unless specified	15 Including five free reservations per year	Yes	Annual
Independent Book Club	Book Club kits only	2 Kits	Six weeks plus one renewal of 3 weeks	1 (free)	Yes	Annual
Reciprocal	All lending print and online services	10	21 days plus two renewals unless specified	5	Yes	Annual
Visitor	All lending print and online services	5	21 days plus two renewals unless specified	5	Yes	Valid for three months

10. Terms and Conditions of Membership

- All members are to comply with these Terms and Conditions of Membership and the MRL Customer Code of Conduct.
- Members are responsible for all items borrowed on their cards and any fees or charges incurred on cards.
- If you lose or have your card stolen, please notify MRL as soon as possible.
- Please notify MRL if you change your name, address, phone number, or email.
- Members are responsible for:
 - their use of library resources and equipment
 - their actions within library facilities, including their use of Wi-Fi and public PCs
 - their actions while attending MRL organised events.
- Fees apply to overdue, lost or damaged items. Other fees and charges are listed in the MRL Revenue Policy and apply to all memberships unless stated otherwise in Section 9.

11. Your details and privacy

MRL collects your personal information to process your application for library membership. The supply of this information is voluntary; however, if you do not agree to provide the information requested, it may not be possible to process your membership application or provide services available to library members.

Your information may be disclosed to third parties contracted by MRL to provide information management/technological/IT services to the Library, but only for that third party providing those services, as permitted by NSW privacy laws. Your information will not otherwise be provided to a third party unless required by law.

Membership information is stored on a secure electronic database. You have the right to request access to your personal information held by MRL. You may request an amendment of your personal information to ensure it is accurate, relevant and current.

12. Suspension of membership

Failure to comply with the Terms and Conditions of Membership and MRL Customer Code of Conduct may suspend membership rights and privileges. See MRL Customer Code of Conduct for more details.

A member may request cancellation of their membership or that of individuals for whom they act as parent or guardian. Membership can only be cancelled on request, provided all items on loan have been returned and fees & charges finalised.

13. Responsibilities

- All MRL staff are responsible for implementing this policy consistently.
- MRL will provide confidentiality in accordance with the *Privacy Act 1998*.
- Library customers have free and equal access to resources under the *NSW Library Act 1939*.