

LIBRARY MEMBERSHIP PROCEDURE

1. Scope

The Library Membership Procedure (this 'Procedure') applies to all branches and sections of the Livingstone Shire Council library service.

2. Purpose

Livingstone Shire Council provides library membership to allow users to borrow resources and access services from its network of libraries. This Procedure defines the process for becoming a member of the Livingstone Shire Council Library service.

3. Related Documents

Primary

Library Membership Policy

Legislative reference

Libraries Act 1988

Related documents

Livingstone Shire Council Schedule of Fees and Charges

Membership Application Form

Service Level Agreement between Livingstone Shire Council and the Library Board of Queensland

State Library of Queensland Public Library Standards and Guidelines

4. Definitions

To assist in interpretation, the following definitions shall apply:

Resources	Items available for use or to loan including, but not limited to, physical and digital formats such as books, magazines, audio or digital recordings, toys, games, public computers and photocopier.
Member	Any person registered as a member of the Livingstone Shire Council library.
Membership Card	A card or other form of identification issued to a person who has been registered as a member of the Livingstone Shire Council Library.

5. Procedure

Membership is free and can be obtained by:

- a) completing the Membership Application (available from a library facility or Livingstone Shire Council's website)

- b) presenting one of the following forms of identification showing your name and current residential address:
- current driver's licence;
 - Livingstone Shire Council rates notice;
 - government issued document; or
 - official lease agreement, electricity or telephone invoice.
- c) presenting photo identification or proof of signature if not provided by one of the documents cited above.

For people under eighteen (18) years of age not able to provide proof of independent living in the documents listed above, a parent or guardian will be required to sign the application form and provide identification as above.

5.1 Categories of Membership

5.1.1 Resident Membership

Available to all residents and ratepayers of the Livingstone Shire Council area. This category enables members to borrow up to fifty (50) resources for a loan period of three weeks.

5.1.2 Visitor Membership

Available to persons visiting the Livingstone Shire Council area. This category enables members to borrow up to ten (10) resources at any one time for a loan period of three weeks.

5.2 Membership Card

5.2.1 Upon joining, members will be issued with a membership card and a personal identification number. This membership card must be presented to enable members to borrow and reserve resources and access other library services where required.

5.2.2 The membership number and personal identification number will be required for online access to electronic resources and member's library records. Members are responsible for the safe keeping of membership cards. The library is unable to provide storage of membership cards.

5.2.3 The membership card is supplied for the exclusive use of the member only and is not transferable to another person. Livingstone Shire Council accepts no responsibility for use of a membership card and members remain responsible for any loans or other services accessed using their membership cards.

5.2.4 Any loss or theft of a membership card must be reported immediately to one of Livingstone Shire Council's libraries to prevent unauthorised use. Replacement cards are available from any of the Livingstone Shire Council's library branches for a fee, upon confirmation of identity with relevant documents containing name and current address details.

5.2.5 Livingstone Shire Council must be notified as soon as possible of any change of address or other details of membership. Proof of residence will be required.

5.2.6 The membership card is valid for a set period and Livingstone Shire Council will advise the member when the membership card is due for renewal and ask for verification of member details and the payment of any outstanding fees attributable to the membership card.

5.3 Loan Terms and Conditions

5.3.1 Members may borrow the number of resources specified for the category of their membership, generally for a period of three weeks. However, shorter loan periods may be applied to specific types of resources or resources in high demand.

5.3.2 Loans may include any combination of resources available for loan, subject to any restrictions placed on specific types of resources. All resources are borrowed at the member's

risk and Livingstone Shire Council accepts no responsibility for any damage caused to equipment as a result of use of library resources.

5.3.3 Loans of resources may be renewed once for a further three week period provided that they are not overdue for return, in high demand, or have been reserved for another member. Loans may be renewed in person, by telephone or through the Livingstone Shire Council's online library catalogue.

5.3.4 Resources can be returned to any of Livingstone Shire Council's library branches, some of which have out of hours return chutes which allow for the return of material when the branch is closed.

5.3.5 Parents/carers/guardians are responsible for their children's selections and use of library material, services and facilities, including access to the internet and other technology.

5.4 Lost or Damaged Resources

5.4.1 Members are held responsible for reporting any loss or damage of resources on loan and payment of any associated fees.

5.4.2 Lost resources will be charged at replacement cost (including goods and services tax), plus an administrative charge.

5.4.3 Damaged resources will be charged at the cost of repair or replacement if the resource is deemed to be irreparable.

5.5 Overdue Resources

5.5.1 Resources not returned by the due date will attract fines at the amount set in Livingstone Shire Council's annual Schedule of Fees and Charges and must be paid by the member. Fines accrued beyond a set limit will result in restricted access to membership privileges until payment is received.

5.5.2 Membership will be blocked when loans become overdue and the member will be unable to borrow further resources until the overdue resources are returned or replacement fees paid. An overdue notice may be issued after an item becomes overdue. However, Livingstone Shire Council accepts no responsibility for the member's receipt of the notice. Resources remaining overdue after a further set period will be assumed lost and an invoice issued for the replacement cost plus service fee.

5.5.3 Livingstone Shire Council may engage a third party agency to recover outstanding resources and fees.

5.6 Reservations on Library Resources

5.6.1 Resources currently on loan or held at another Livingstone Shire Council Library branch may be reserved for collection at a nominated branch by using the online library catalogue or by contacting any of the branches by telephone or in person. Some types of resources may not be able to be reserved and limits may apply to the number of reservations able to be placed for individual members.

5.6.2 Members will be advised when reservations are available for collection and by what date they must be collected. Reservations not collected by this date will be returned to the shelves.

5.7 Inter-Library Loans

5.7.1 Where a required item is not held by Livingstone Shire Council's Library, members may request that it be sourced from another library. Resources obtained on inter-library loan will be subject to the loan period and any restrictions on use imposed by the owning library.

5.7.2 A fee may be levied by the owning library and the member requesting the loan will be required to pay this fee prior to the loan being obtained. Normal overdue processes and fines will also apply to inter-library loans.

5.8 Suspension of Membership

Livingstone Shire Council may at any time suspend all rights and privileges of membership if the conditions of use are breached or the member has outstanding loans or fees.

6. Changes to this Procedure

This Procedure is to remain in force until otherwise amended/replaced or other circumstances.

7. Repeals/Amendments

This Procedure repeals the Livingstone Shire Council Procedure titled 'Library Membership Procedure (v1.1)'.

Version	Date	Action
1	24/12/2014	Approved
1.1	30/11/2018	Administrative Amendments – reflect organisational restructure
2.0	21/08/2023	Approved – Related Documents updated, Definitions clarified and Procedure updated

CHRIS IRELAND
GENERAL MANAGER COMMUNITIES