

# Library Membership

## *Services Terms and Conditions*



### MEMBERSHIP

- Library membership is not required to access library spaces and services, or to access physical collections when in a library.
- Becoming a library member allows access to increased services and borrowing from collections.
- Free membership is provided with varying conditions to suit a range of circumstances.
- Any changes to membership details must be reported to staff to ensure library notices and reminders are deliverable.
- Lost or stolen cards should be reported to the library so a block can be put on the card as Council is not responsible for unauthorised use of a library membership card.

### MEMBERSHIP ELIGIBILITY

- Any member of the public is eligible for membership.
- Children are joined by a parent or guardian who is responsible for their membership.
- Library staff will determine an applicant's membership type based on their circumstances and the form of access they require.
- Institutional and organisational memberships are available to businesses and organisations operating in Mareeba Shire such as childcare centres, aged care facilities, schools and community service organisations.
- Individual memberships are valid for two (2) years with loans of up to 35 items.
- Individual membership applications require staff to sight one form of personal identification documentation
- Institutional / organisational memberships are valid for two (2) years with a bulk loan of up to 50 items.
- Institutional / organisational memberships require staff to sight one form of personal identification documentation and a letter from the organisation verifying that the individual has been appointed as the organisational representative.

### BORROWING & RETURNING

To ensure reasonable access to library physical and electronic resources for all residents, limits will be applied to the number of:

- items that can be borrowed at any one time
- times an item can be renewed (re-borrowed) by a library member
- reservations, requests and inter-library loan applications which can be made at any one time.

Further requirements:

- Council assumes no responsibility for damage to any personally owned CD/DVD player, or other equipment, which may result from use of its video materials.
- Library resources can be returned at any time through the after-hours library chutes. Items should be returned to any of the four Mareeba Shire library branches only.
- Failure to return library items will result in borrowing privileges being suspended.
- Members or the nominated parent or guardian of child members, or the Institutional signatory must present the library card at each transaction and thus become responsible for all items issued to their membership card and any fees/charges accrued on the card.

### ACTIVITY PARTICIPATION

- Library members may register for library events and activities via the online library events portal.
- To ensure fair access, the library may impose a maximum limit on the number of tickets booked per membership.
- Members who register for a program or activity will receive an automated reminder prior to the event.
- Parental or guardian approval is required for children to register for specific programs or activities.
- Children under eight (8) years old must be accompanied to the program and supervised by an adult while participating in programs and activities.
- Access to library gaming consoles for minors is subject to parental consent.

## PURCHASE REQUESTS

- Items requested that are deemed to benefit the entire community in the long term will be treated as purchase requests.
- Resources requested for purchase will be assessed using the Collection Management principles of procurement.
- The item will be sourced, purchased and reserved for the requesting member.
- There is a limit of three (3) purchase requests, per library member, at any one time.
- If a purchase request is not approved, the library member will be offered the opportunity to lodge an inter-library loan.

## INTER-LIBRARY LOANS

- Items requested that are not deemed to benefit the entire community in the long term can be processed as an inter-library loan.
- Inter-library Loan is a reciprocal service model allowing members of the library service to request items for loan from library services other than Mareeba Shire library branches.
- A library member must make an inter-library loan application online or at the service desk.
- There is a limit of three (3) Inter-library loan requests per library member, at any one time.
- Failure to collect any three (3) requested inter-library loans items will result in a suspension of the service for the requesting customer.
- The lending libraries conditions of supply may affect the terms of use and the loan period.
- The standard loan period for lending libraries is four (4) weeks with one renewal.
- The original due date of an inter-library loan item may be subject to change by the lending library.
- Library customers agree to return their inter-library loan within three (3) days of receipt of a request by Mareeba Shire Library Service to do so.
- The library customer is responsible for the payment of any late fees applied by the lending library and/or accrued by Council.
- University Library requests and other non-government funded libraries charge an additional fee for public libraries to access their resources and this fee is passed on to the requesting library customer. The fee is subject to change without notice.
- The fees and charges levied by lending libraries for unreturned, lost or damaged items may be considerable and will also be passed on to the library customer.

## FEES & CHARGES

- Fees and charges are applicable for a number of library activities, including, but not limited to lost or damaged items, overdue items and replacement memberships cards. See Council's Fees & Charges for a full list of fees and charges.
- Unpaid fees/charges can result in suspension of borrowing privileges. Borrowing can be restored by the return of items, payment of charges, or at the discretion of Council.

## RECORD KEEPING

Records will be maintained at Council's offices and managed in accordance with requirements under the *Public Records Act 2023* (Qld) and standard record keeping practices. Records may be amended to remove or correct inaccuracies.

## ACCESS TO YOUR INFORMATION

Under the *Information Privacy Act 2009* (Qld), you are entitled to access any personal information that the Library holds about you, and to ask library staff to update personal information the library holds about you.