

Membership guidelines – Yarra Libraries

Title	Membership guidelines – Yarra Libraries
Responsible officer	Library Service Coordinators
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Human Rights compatibility	Yarra Libraries actively supports the substantive rights outlined in the <i>Charter of Human Rights and Responsibilities Act 2006 (Vic.)</i> , notably those of relevance to the role and function of public libraries including freedom of thought, conscience, religion and belief, freedom of expression, taking part in public life and cultural rights.

Membership

Membership of Yarra Libraries is free and open to everyone who satisfies the relevant eligibility criteria outlined below. Membership is not transferrable and individuals remain responsible for the use of their library card and online account and must notify the library immediately if their card is lost/stolen. Membership is valid for a period of three years unless cancelled prior. A person whose membership has lapsed can have it renewed for a further three years upon confirming their ID with library staff member.

All Yarra Libraries members agree to:

- a) be responsible for all items borrowed to their account
- b) return borrowed items by their specified due date
- c) report the loss of their library card or unauthorized use of their account
- d) provide their library card or suitable ID to borrow or use the library's services
- e) notify the library of any change of address or contact details
- f) pay the full replacement value of any items lost or damaged beyond repair whilst borrowed to their account, including costs incurred by Council to catalogue and process their replacement
- g) pay for the replacement of a lost library card.

Yarra City Council reserves the right to suspend or cancel the membership of any member who fails to comply with these terms.

Eligibility

Adult Membership

- a) Individuals 18 and over with proof of ID and a current Victorian residential address are eligible for an Adult Membership which provides full access to the library's range of services, facilities and resources.
- b) Acceptable forms of ID for an adult membership include a Driver's License, Key Pass or Passport, or two forms of other ID such as Medicare, Healthcare card or bank card.
- c) A combination of ID and a utility bill, rates notice, signed rental agreement, bank statement or similar documentation (as determined by a staff member) may be used to provide proof of current residential address.
- d) An adult member can upgrade their membership with '*Open Library*' access provided they also meet criteria set out in the *Open Library Terms and Conditions*.

Child Membership

- a) A person under the age of 18 is eligible for a Child Membership provided a parent/carer/guardian (who satisfies the eligibility criteria for an Adult Membership) agrees to be a guarantor. The guarantor must agree to:
 - i) pay for the loss or damage to any item issued under the membership, while in the young member's use or possession,
 - ii) not to hold the library responsible for the suitability of items borrowed on the account,
 - iii) actively supervise the child's use of the internet and Wi-Fi (if permission to use the library's PCs and Wi-Fi is granted).
- b) Child members cannot borrow items rated MA15+ or R18+.
- c) Guarantors may choose to restrict a child member's access to the library's computers and can change this permission at any time by speaking to a staff member.

Youth Membership

- a) A person aged 15-17 who is living independently may obtain a Youth Membership without the presence of a parent/carer/guardian by presenting proof of ID and address with an Australian government-issued Health Care Card (or other reasonable evidence of independence from their parents/guardian).

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- b) Youth members cannot borrow items rated R18+.

Partial Membership

- a) Any individual 15 and above who does not reside in Victoria, or cannot provide proof of their current residential address, is eligible for a Partial Membership provided they have a valid form of ID.
- b) A Partial Membership provides full access to the library's range of services, facilities and digital resources, but is restricted to borrowing a maximum of two physical items at a time (other than objects from the Library of Things collection).
- c) Acceptable forms of ID for a Partial Membership include an interstate or international driver's license, passport or similar (as determined by a staff member).

Online Membership

- a) Any individual may apply for an Online Membership by completing an online form without providing proof of ID or address to obtain access to the library's online collections and resources.
- b) An Online Membership does not provide access to the library's physical collection or public computers.
- c) An Online Membership can be converted to a Partial, Child, Youth or Adult Membership upon presentation of the necessary forms of ID and/or proof of address required for the relevant membership type.

Organisational Membership

- a) Any association, society, institution, business or agency located within the City of Yarra, or at the discretion of a staff member, is eligible for an Organisational Membership.
- b) An Organisational Membership provides access to the library's full range of services and resources and may be authorised for use by multiple people provided an individual agrees to act as guarantor and all subsequent users agree to follow the membership guidelines.

Home Library Membership

- a) Any individual who resides within the City of Yarra and is unable to visit a library due to illness, frailty or disability, with no one in their household able to visit on their behalf, may apply for

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Home Library membership.

- b) Home Library Membership provides an individual with delivery of specifically requested or curated resources to their home.
- c) At the discretion of a staff member, Home Library members may have their loan periods and hold limits adjusted to align with the agreed delivery schedule.

Enforcement

Allowing unauthorized use of a library card, failure to return items by their due date or causing damage to borrowed items may result in the following actions:

- Suspension of library membership and/or
- Restriction of borrowing privileges and/or the use of library services/facilities
- Billing of replacement fees and processing costs
- Referral to debt collection agencies

Membership Benefits

1. Borrowing and access to online resources

Members can:

- Borrow up to 60 items at a time (except Partial or Online members)
- Reserve up to 20 items at a time
- Access exclusive online resources and digital collections
- Suggest items for the library to purchase
- Request items from other library services (fees may apply)

Items can be borrowed for 21 days at a time (unless otherwise stated) and will automatically be renewed up to 3 times provided they have not been placed on request by another member.

Members are responsible for the care of every item borrowed to their account and for their return to the library by the specified due date.

Once available, reserved items will be put aside for collection for up to 10 days.

Some online resources are only available through the library's public computers or Wi-Fi.

2. PC access

Members, other than Children whose guarantors have not granted access, can use the library's public computers for up to 2 hours at a time. Extensions may not always be possible during busy times.

Members can make reservations to use a public computer up to 7 days in advance, subject to availability.

Members must agree to abide by additional terms and conditions when using library Wi-Fi.

3. Printing and Photocopying

Members can utilise the library's printing and photocopying services. Fees apply.

4. Programs and events

Members can register for learning programs and events held in the library requiring bookings. Programs and events that do not require bookings are available to everyone.

Yarra City Council reserves the right to change eligibility requirements and benefits of library membership to ensure fair and reasonable access to library resources for other members.