



Library Membership and Access Policy

GOULBURN MULWAREE COUNCIL LIBRARY MEMBERSHIP AND ACCESS POLICY

POLICY OBJECTIVE

This policy outlines the rights and responsibilities of members of Goulburn Mulwaree Library, and the rules governing provision of Library services to Library members. All registered Library members are entitled to access Library services under this policy at Goulburn Mulwaree Library and any library in a current library service level agreement with Goulburn Mulwaree Council.

LEGISLATIVE PROVISIONS

NSW Library Act 1939

NSW Library Regulation 2018

Privacy and Personal Information Protection Act 1998

Classification (Publications, Films and Computer Games) Enforcement Act 1995

Copyright Act 1968

Copyright Amendment (Digital Agenda) Act 2000

Copyright Amendment (Disability Access and Other Measures) Act 2017

POLICY STATEMENT

Definitions

- “Library” refers to Goulburn Mulwaree Library and Upper Lachlan Shire Library Service.
- “LSLA” refers to a current Library Service Level Agreement between Goulburn Mulwaree Council and any signatory Council to that agreement.

Membership

All members of the public may access Library buildings, use resources within the Library, and attend Library events. Library membership entitles Library users to borrow collection materials, access Library computers, and utilise subscription electronic resources. Library membership is free to all residents and ratepayers of the Goulburn Mulwaree area under the following provisions:

- A Membership Application Form must be completed and signed by the applicant.
- Applications by persons under the age of 16 must be signed by a parent or legal guardian.
- Applications must be accompanied by valid personal identification confirming residency within the applicable Council areas.
- Members must agree to comply with all Library policies and procedures.
- A valid Library card or other identification must be presented to Library staff upon request.
- Members agree to notify the Library if their details, address, email or phone numbers change.
- Membership is for a three year period, and can be renewed as required.

Membership for non-residents

Non-residents of the Goulburn Mulwaree Council area may be entitled to Library membership under the following provisions:

- Reciprocal membership
 - Residents of other NSW and ACT areas are entitled to join the Library under the same provisions above.
 - Reciprocal members have the same rights as resident members.
- Temporary membership
 - Temporary membership is available to people normally residing outside NSW and the ACT, who are not eligible for resident or reciprocal membership.
 - Temporary membership is valid for a period of up to 3 months.
 - Borrowing is restricted to two items at a time.

Other types of membership

The Library may provide other types of membership, including but not limited to:

- Bulk loan membership

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- Available to teachers and staff of community groups or institutions for borrowing on behalf of their organisation. Bulk loan members have the same rights as resident members with the exclusion of some eResources.
- Book Group membership
 - Available to registered book groups and limited to borrowing Read & Connect Kits.
- Home Library membership
 - Available to people who, due to age, disability or illness, are unable to make their own selections at the Library. Library staff or volunteers will select items as specified by the member's requirements, and items will be delivered to the member's residence on a regular basis.

Cancellation of membership

Library members may cancel their membership at any time. All outstanding loans must be returned and outstanding fines or fees paid before membership can be cancelled.

The Library may refuse or cancel a membership if the person is not eligible for membership as outlined above, after two years of inactivity, or if the person has failed to comply with all Library policies and procedures.

Once cancelled, all membership data is removed or anonymised.

Privacy

Goulburn Mulwaree Library and Upper Lachlan Shire Library Service abide by the privacy and information policies of their relevant governing councils and relevant legislation including the Privacy and Personal Information Protection Act 1998:

- <https://www.goulburn.nsw.gov.au/files/sharedassets/public/policies/june-2022/privacy-management-policy.pdf>
- <https://upperlachlan.nsw.gov.au/wp-content/uploads/2022/11/Privacy-Policy-October-2021.pdf>
- <https://legislation.nsw.gov.au/view/html/inforce/current/act-1998-133>

Loan Periods and Renewals

Library members may borrow collection items from the Library's lending collection only. Materials not available for loan may be accessed within the Library building only. Lending materials may be borrowed under the following provisions:

- Generally, members may borrow a maximum of thirty (30) items at any one time for a period of twenty one (21) days, unless specified otherwise.
- Library members may borrow lending items from the collections of the Goulburn Mulwaree and any Library part of a LSLA, and return items to any of these locations.
- Loans may be renewed twice unless specified otherwise, or if reserved by another borrower.
- Items that are not renewed or that are reserved by another borrower must be returned on or before their due date.
- Items not returned within 21 days of their final due date will be declared lost. A replacement fee will be charged for any items declared lost.
- Items must be returned in the same condition they were borrowed in. A replacement fee will be charged for any items returned damaged.

Members will not be permitted to borrow or renew items if they have fees for lost or damaged items.

Reservations

Reservations may be placed on any lending collection materials of the Library and any Library part of an LSLA. Members may specify their preferred collection location for reserves. Members may reserve up to thirty (30) items at any one time, unless specified otherwise.

Members will be notified when reserved items are ready for collection and will have 10 days to collect reservations. Any reservations not collected within 10 days will be void.

Fees and Charges

The Library does not charge overdue fines for the late return of Library items.

Other fees may be charged to Library members, as per the applicable Council's Fees and Charges, including, but not limited to the following:

- Lost or damaged collection materials
- Replacement Library cards

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- Interlibrary loans

Fee disputes or requests for a fee reduction or waiver will be assessed by the governing body of the Library on a case by case basis.

Loan of Audio Visual Media

The Library does not accept any responsibility for damage caused to a member's personal equipment as a result of using borrowed media such as audiobooks, DVDs, or other audio visual materials, or as a result of using Library computers or equipment.

Interlibrary Loans

Library members may request to borrow items from other libraries in Australia through the National interlibrary loan system, including special needs materials (such as ESL or LOTE materials).

Other libraries supplying items have the right to specify loan period or other conditions of loan. Any conditions or restrictions specified by the lending Library will be upheld. Fees apply for interlibrary loans.

Access to Classified Library Resources

The Library exercises no censorship or limitation on access to publications classified 'unrestricted' under the *Classification (Publications, Films and Computer Games) Act 1995*.

Material rated as 'MA15+' or above by the Office of Film & Literature Classification will not knowingly be made available for loan to members under the age of 15 years.

Children and Young People

Goulburn Mulwaree Library and Upper Lachlan Shire Library Service abide by the Child Safe Policies of their relevant governing Councils.

- <https://www.goulburn.nsw.gov.au/files/sharedassets/public/policies/august-2022/child-safe-policy.pdf>
- <https://upperlachlan.nsw.gov.au/wp-content/uploads/2023/02/Child-Safety-and-Wellbeing-Policy-Date-Adopted-16-February-2023-Resolution-25-23-Review-2026.pdf>

Library staff are not responsible for the care, safety or supervision of children under 16 years of age unless otherwise specified for certain programs and events. Children under 16 years of age who are not attending specified programs and events must be in the care of a responsible adult at all times.

Library staff do not monitor information available online or in published works, and cannot be held responsible for their content. Restricting or monitoring access to collection materials and the Internet by children under 16 years of age is the responsibility of the parent or guardian.

Code of Conduct

- Users must not, without the consent of the governing body of the Library, use the Library for any purpose other than reading, studying, researching or engaging in Library programs.
- Users must not disrupt or otherwise interfere with other people using the Library.
- Users must not bring objects into the Library that may create an unsafe environment.
- Users must meet acceptable standards of personal hygiene and dress.
- Users must safeguard their own personal belongings. The Library is not responsible for any theft, loss or damage of personal belongings.
- Users must not take any animal into the Library other than an assistance or companion animal as defined under Section 9 of the *Disability Discrimination Act 1992*, unless by prior arrangement with the governing body of the Library.
- Users must not deliberately damage or misplace any Library material or equipment in any way.
- Users must comply with the *Copyright Act 1968* and any other legislation or specifications related to the access, duplication, retention and use of Library collection materials.

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Directing users to leave the Library

A Library staff member may direct any person to leave the Library under the following circumstances:

- At closing time
- In an emergency
- If the user is conducting criminal behaviour
- If the user has contravened any of the library's policies and procedures

Version	Council Meeting Date	Resolution	Adoption Date	Effective From
1	12/12/2017	2017/514	12/12/2017	12/12/2017
2	21/07/2020	15.13	2 September 2020	2 September 2020
3	2 August 2022	2022/261	2 August 2022	30 August 2022
4	19 December 2023	2023/306	19 December 2023	29 January 2024
5	15 April 2025	2025/80		
All policies can be reviewed or revoked by resolution of Council at any time.				

DIRECTORATE: Corporate and Community Services

BUSINESS UNIT: Marketing, Events and Culture