



Membership, Access and Use Policy

Version	Date	Approved
2 / 2017	21/08/2017	ERLC Board

1. Membership Generally

- (i) Membership of the library is free to any person who is able to meet the membership eligibility requirements as determined by the Board, by providing proof of identity and of current residential address or other criteria adopted from time to time, and who has not previously infringed this Policy.
- (ii) Membership is current for the period of time determined by the Board, unless suspended or cancelled.
- (iii) Full membership is granted to applicants who:
 - a) provide proof of identity; or
 - b) meet other criteria adopted from time to time; and
 - c) satisfy the Corporation that they are eligible for membership.
- (iv) Successful applicants are provided with a Membership Card as proof of membership.
- (v) Only Members may borrow library material.
- (vi) Generally, Members under the age of 18 are required to have a legal guarantor who satisfies membership eligibility requirements. As part of the guarantee, the guarantor is legally responsible for that Member's:
 - (a) choice of library material (including all electronic materials) to be borrowed or consulted in the library;
 - (b) use of all the technology services provided by the Corporation, including wireless networks, internet services and all computer and computer related equipment; and
 - (c) adherence to this Policy and all policies/guidelines/disclaimers adopted by the Corporation's Board.
- (vii) In certain circumstances, a Minor between the ages of 13 and 18 may be granted Membership without a legal guarantor. This will occur where the Minor can establish to the satisfaction of the Board that a guarantor cannot be provided. In these circumstances, the Minor is responsible for his / her own:
 - (a) choice of library material (including all electronic materials) to be borrowed or consulted in the library;
 - (b) use of all the technology services provided by the Corporation, including wireless networks, internet services and all computer and computer related equipment; and
 - (c) adherence to this Policy and all policies/guidelines/disclaimers adopted by the Corporation's Board.
- (viii) Where a Member provides an email address the Corporation will contact the Member via an eNewsletter about library services.
- (ix) Personal information may be used to inform members of selected activities or events, or special offers made to our members by our partners and sponsors. Any such information will always come via ERLC.

2. Institutional Membership

At the discretion of the Chief Executive Officer, Institutional Membership may be granted to any association, society, institution, corporation, partnership, unincorporated body, business or agency whose predominant area of service or normal place of meeting is within the library service area. A nominated person is responsible for the library material borrowed by that institution.

3. Responsibilities of Members

- (i) Every Member on being issued with a Membership:
 - (a) must sign the Membership Card which is an acknowledgement of his or her responsibilities as a Member or as a Guarantor;
 - (b) is responsible for the custody of the Membership Card;
 - (c) must produce the Membership Card, or other identification to the satisfaction of staff, when any library material is borrowed and/or as requested by staff;
 - (d) must report the loss of the Membership Card to Corporation staff immediately such loss is discovered;
 - (e) is responsible for any library material borrowed on his or her Membership Card prior to their reporting it lost;
 - (f) must promptly notify any change of address to the Corporation; and
 - (g) must adhere to this Policy and all other Corporation policies, guidelines and disclaimers, as notified to the Member or published on the Corporation's website.
- (ii) Members wishing to obtain a replacement Membership Card for one that has been lost, stolen or damaged must provide proof of identity, and pay the fee set by the Corporation.
- (iii) A Member or Library User is responsible for the safe care of all library material borrowed on his or her Membership Card and/or used by him or her in the library and for the reporting of any damage.
- (iv) If library material is lost or damaged beyond repair, or if it is stolen from a Member or User, he or she must pay to the Board the full replacement cost as determined by the Board, plus any administrative charges.
- (v) The legal guarantor for a Member under the age of 18 years is responsible for payment of all relevant fees and charges, to make good the loss or damage to any library material while borrowed on the Member's Card, and for the return of that library material.

4. Refusal / Suspension / Cancellation of Membership

- (i) The Chief Executive Officer or his/her delegate may refuse, permanently or temporarily suspend or cancel the membership of any Member who is in breach of this Policy or any policy or guideline adopted by the Corporation's Board.
- (ii) Any refusal or suspension or cancellation of membership by the Chief Executive Officer or his/her delegate will be dealt with in accordance with the Code of Conduct Library Users.

5. Borrowing of Library Material

- (i) The Board may determine the maximum number of library materials (including eResources) which may be borrowed at any one time.
- (ii) The time period for which library material may be borrowed is determined by the Board. The period for which different library material may be borrowed may vary. A method established by the Board will be used to indicate to the Member the due date for the return of borrowed library material.
- (iii) All borrowed library material must be returned to the library by the due date or when earlier recalled.
- (iv) A Member may be required to pay a charge as determined by the Board for retaining borrowed library material beyond the due date. The Corporation is under no obligation to send any notice regarding borrowed library material not returned to the library by the due date or any other outstanding charges incurred. Failure to send or receive such notice is not an excuse for non-payment of such charges. Any liability incurred under this clause or for any other Charges or Fees may be required to be discharged before any other library material may be borrowed by a Member with any outstanding charges or fees.
- (v) No library material shall be deemed to have been returned to the library unless it has been handed to the staff or left in a place or receptacle designated for the return of library material, or despatched to the library by post or other means approved by the Chief Executive Officer. Library material returned by post shall not be deemed to be returned until received by the Corporation.
- (vi) A Member may apply for an extension of the time for the due date for borrowed library material. Such extensions may be granted once. Extensions will not be granted if the library material has been reserved by another Member, or has been kept more than 28 days beyond the due date, or if there are infringements on that Member's card.
- (vii) At all times such extension of due date will be granted in accordance the Corporation's Policies and Guidelines which the Board may adopt from time to time and which shall be published and made available to all library Users.
- (viii) Any library material available to be borrowed may be reserved by a Member. The library will notify the Member when the library material is available to be borrowed. The Member may be required to pay a non-refundable fee determined by the Board for this service. Payment of the fee does not guarantee the provision of the reserved library material to the Member.
- (ix) Where any library material is designated 'reference' or 'not for loan' or 'non-circulating', it may not be borrowed except by approval of the Chief Executive Officer or his/her delegate.
- (x) Library material may be borrowed at the discretion of the Chief Executive Officer by other library services.

6. Access and Use

- (i) The library will be open to the public during such hours as the Board may determine.
- (ii) Any person may have access to the library for the purpose of using the services and facilities within the library during the hours it is open to the public subject to compliance with the Corporation's policies and guidelines which the Board may adopt from time to time and which shall be published and made available to all library Users. No person other than library staff or persons duly authorised by the Chief Executive Officer may enter or remain in the library except during the hours of opening.
- (iii) A person may have access to all items in the collection of library material in the library for consultation on the premises except that some items may be on restricted access because of rarity, physical conditions, embargo on use determined by donors, or by legislation.
- (iv) No person may remove from the library any library material which they have not borrowed.
- (v) A Member has access on equal terms to all library material available to be borrowed except where restricted by legislation.
- (vi) Use of the technology services provided by the Corporation is conditional upon compliance with the Corporation's policies and guidelines which the Board may adopt from time to time and which shall be published and made available to all Members and library Users.
- (vii) The Corporation is not liable or responsible for any cost incurred, loss, injury or damage to or caused by any person as a result of the retrieval of data or material accessed through the Internet while using the Internet facilities at the library.

7. Control of Libraries

- (i) Any person on library premises is subject to the authority of the Branch Manager or an Officer in Charge.
- (ii) Any person on library premises must abide by the Corporation's policies and guidelines.
- (iii) The Branch Manager or an Officer in Charge may request any person who activates or apparently activates the library's security alarm to produce the contents of their bags, pockets, containers or other things adapted to the carrying of goods to ascertain, or attempt to ascertain, the cause of the activation of the security alarm.
- (iv) Any child who is in the library without a parent or guardian present after 15 minutes, or the time designated for closing the library to members of the Public may be placed in the custody of a member of the Victoria Police.

8. Conduct in the Library

A person must not, while in the library:

- (i) commit any nuisance;
- (ii) destroy, damage or interfere with any library property;
- (iii) act contrary to any sign;
- (iv) act contrary to any of the Corporation's policies and guidelines which the Board may adopt from time to time and which shall be published and made available to all library Users; or
- (v) act contrary to any lawful direction of the Branch Manager or Officer in Charge, including a direction to leave for breach this policy.

9. Request

Any person within the library must:

- (i) give his or her name and address to the Branch Manager or an Officer in Charge if requested to do so; and
- (ii) leave the library immediately upon being directed by the Branch Manager or an Officer in Charge if told to do so.

10. Temporary and Permanent Cessation of Admission

The Chief Executive Officer, Branch Manager or an Officer in Charge may at such times as are deemed fit:

- (i) close the library premises or any part thereof for any purposes or temporarily suspend admission or service or clear the premises of any person for any purpose; or
- (ii) refuse admission or service to any person who, in the opinion of the Chief Executive Officer, Branch Manager or Officer in Charge, is causing or likely to cause offence, risk or intrusion upon any other person or property on the library premises.

The Chief Executive Officer may permanently refuse admission or service to any person who, in the opinion of the Chief Executive Officer, is likely to cause ongoing offence, risk or intrusion upon any other person or property on the library premises.

Any refusal or suspension or cancellation of admission by the Chief Executive Officer or his/her delegate will be dealt with in accordance with the Code of Conduct Library Users.

11. Circumstances Not Provided For

If any circumstances arise which are not provided for in this Policy the Chief Executive Officer, Branch Manager or Officer in Charge is empowered to make a decision regarding the appropriate course of action in order to resolve any issue.