

POLICY: CS-CS-004

WILLIAM GRUNDT MEMORIAL LIBRARY

MEMBERSHIP

PURPOSE

The purpose of this policy is to outline the terms and conditions of membership to the William Grundt Memorial Library.

DEFINITIONS

Nil

STATEMENT

1. General Membership Eligibility

Membership of the Library is free and available to any individual who satisfies the identification requirements outlined in section 2.

Membership of the library is governed by the Library Board of Western Australia Act 1951 and any regulation made under that Act.

2. Registration Requirements

Persons wishing to register as a member of the library must complete and sign a Membership form. To register as a member current proof of name and home address is required. Applicants are required to provide two forms of identification, one of which must show the name and current address of the applicant. Acceptable forms of identification must be current and may include:

- Current Driver's licence.
- Medicare card
- Postmarked *official* letter. An official document, which highlights address or mailing address (e.g. utility bill, rates notice, invoice, etc.)

Membership can be completed electronically in some circumstances and this is at the discretion of Management. Persons have 21 days to validate their membership by providing ID as outlined above, they will then be issued with a library membership card.

3. Applications under 18 years of age

Applicants under the age of 18 years require a guarantor (such as a parent or guardian) who fulfils the above requirements, to complete the registration form on their behalf and sign the form.

The parent or guardian will be held responsible for items borrowed on their child's card. Should the borrowing rights of the child be suspended, all other cards held by the family are also suspended until the items are returned or the account is paid.

Parents/guardians who are already members of William Grundt Memorial Library may register their children by presenting their own library card and one other form of identification [including a credit card, Medicare card or similar].

The parent/guardian's membership record must be current and clear of any fines or overdue items. Parents/guardians with exceptions on their membership records cannot present their library membership card as proof of identification and must satisfy the identification requirements outlined in section 2 when registering children as members.

4. Membership Categories

The Library provides a range of services for community members in Kalgoorlie-Boulder. Collection development is aided by the use of specific categories. These categories are not intended as barriers for clients, but rather as administrative guides.

Membership categories include but are not limited to:

- Adult – 18+.
- Junior – Under 12.
- Young Adult – 13 to 17.
- Temporary.
- Housebound.
- Corporate.
- Probationary.

5. Temporary Membership

Temporary membership is not available to persons with no valid proof of address or with no local address. It is available to persons who have been residing at temporary accommodation, such as caravan parks/villages and boarding houses for less than six

months. Identification and proof of address must be produced. This membership category has restricted borrowing rights.

6. Housebound Readers

Persons who are unable to visit the Library due to cognitive or physical disabilities, may apply for the housebound service. This also applies to temporary illness or disability that would see a person unable to access the library in person as a result of an accident e.g. a broken leg. The service will be provided until the person is able to attend the library in person or has assistance such as HACC or Silver Chain that could enable them to visit the library.

7. Probationary Membership

Probationary membership is given to persons who have had their library membership reinstated after a suspension. After three months, the customer is given full membership again, provided no suspensions have taken place during the three-month probationary period. This membership category has restricted borrowing rights.

8. Library Membership Card

Each registered member is provided with a library membership card that can be utilised at the library and for remote access to databases and their personal details through the online catalogue. The card remains the property of City of Kalgoorlie-Boulder Council.

This card is provided for the specific applicant. The library member is responsible for any costs incurred from incorrect use of his or her library membership card.

The library membership card should be presented when the customer wishes to borrow items – if this is not available staff may, at their discretion, accept other means of identification. Refusal to loan without the library membership card is acceptable.

A current driver's licence can be presented as a second form of identification on 2 consecutive occasions, but must be accompanied by another acceptable form of identification that includes name and address. After this time a library membership card will need to be shown or a replacement library membership card purchased.

9. Lost or Stolen Library membership Cards

Library customers are required to notify library staff of lost or stolen library membership cards. This should be done as soon as possible to prevent unauthorised use of the card. A replacement charge is levied for lost membership cards.

10. Correct Membership Information

Any changes to membership information, including name, address and telephone

numbers must be notified to the library. Library members can do this in person, in writing, or by e-mailing mailbag@ckb.wa.gov.au.

11. Membership Renewal

Library members will be asked to renew their general membership every year, at which time customer details are updated. Those members who do not use their library membership card or update details within 12 months of the renewal date will be deleted from the library membership database.

12. Suspension or Withdrawal of Membership

In the event of a library member refusing to pay any of the fees and charges authorised under the Local Government Act 1995, (Section 6) and regulations made there under, or any other relevant legislation, his or her library membership may be suspended or withdrawn.

Library members not abiding by any Library Policy or section of Library Board (Registered Public Libraries) Regulations 1985 may have their library membership withdrawn.

13. Rules of the Library

Library Board (Registered Public Libraries) Regulations 1985 provide guidelines for the conduct in libraries and of libraries and librarians. These include;

- Library members are responsible for all items borrowed on the library membership card issued in their name.
- The member who borrowed the item must pay for any item lost, stolen or damaged whilst issued.
- Items will not be issued to members who owe money for outstanding items.

Behaviour that is socially unacceptable will not be tolerated in the library.

14. Overdue Items

Customers with items on loan are sent a reminder email 3 days before the due date of the item(s).

Customers with items, which become overdue, are sent a reminder email 1 day after the due date of the item(s) and then another email reminder is sent 14 days after the due date of the item.

If this notice is disregarded, a telephone call may be made to the customer requesting the immediate return of the item(s). Fees will be charged as set out in the annual Fees

and Charges schedule to cover all costs associated with telephone calls made in relation to recovering overdue items.

Item(s) that remain outstanding after 21 days from the due date of the item are assumed lost and an invoice is raised for the replacement cost(s). Borrowing rights are suspended at this stage and can only be reinstated if overdue items are returned or replacement costs are paid.

A Long Overdue letter is issued after another seven days in the instance that no response has been received from the library member. Fees will be charged as set out in the annual Fees and Charges Schedule to cover all costs associated with the mailing of letters to recover overdue items.

15. Membership Form

By signing the Membership Form, the customer agrees to all aspects of the Membership Policy.

RELEVANT DOCUMENTS

Library Board of Western Australia Act 1951

Library Board (Registered Public Libraries) Regulations 1985

CKB Fees and Charges Schedule