



William Grundt Memorial Library Membership Terms of Reference

PURPOSE

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

STATEMENT

1. General Membership Eligibility

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

Membership to 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 Drivers Licence
- Medicare Card
- Postmarked Official Letter. An official document that highlights address or
- Mailing address (e.g. utility bill, rates notice, invoice, etc.)
- Passport

Membership can be completed electronically via the City of Kalgoorlie Boulder website. 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 will also be suspended until items are returned or the account is paid.

Parents and guardians who are already members of the Library may register their children by presenting their own library card and one other form of identification such as driver's license, Medicare card etc.

The parent/guardian's membership record must be current and clear of any fines or overdue items. Parent/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.

Families and Parental Responsibility

While placement of material, throughout the physical collection and the provision of access to online resources is carried out by library staff based on professional knowledge and evaluation, this should be used as a guide only.

It is not the responsibility of Library staff to exercise a supervisory or restrictive role in determining which library resources young people may use or access except where material is classified as restricted under the Western Australian Classification (Publications, Films and Computer Games) Enforcement Act 1996. It is the responsibility of parents or guardians to monitor the suitability of both physical and online library resources used by their children.

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 as administrative guides. Membership categories include but are not limited to:

- Adult - 18+
- Junior - Under 12
- Young Adult - 13 to 17
- Temporary
- Housebound
- PLWA members
- Corporate
- Probationary

5. Temporary Membership

Temporary membership is 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

Patrons 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 capable of attending the Library in person or has assistance such as HACC or Silver Chain that would 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 the 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 the 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 library membership card is acceptable.

A current driver's license can be presented as a second form of identification on two consecutive occasions. After this time a library membership card will need to be shown or a replacement library membership card purchased.

9. Lost or Stolen 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 emailing 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 twelve 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 under, or any other relevant legislation, their 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 provides 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 three days before the due date of the item(s).

Customers with items, which become overdue, are sent a reminder email one 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(s).

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 City of Kalgoorlie-Boulder 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. 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 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 the overdue items.



City of
Kalgoorlie
Boulder

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