



ACT
Government

LIBRARIES ACT

Membership and Loans Policy

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1. Introduction

Libraries ACT champions literacy, learning and the pleasure of reading. We provide spaces, services and resources to support literacy and learning for life for all residents of the Australian Capital Territory (ACT). This policy explains library membership and loans and should be read in conjunction with our *Customer Service Charter* and *Privacy Statement*.

2. Who can be a library member?

Membership of Libraries ACT is free. You can be a library member if you:

- Live in the ACT;
- Are a student currently studying in person at an educational institution which is physically located in the ACT; or
- Are an employee of an organisation/business which is physically located in the ACT.

Residents of NSW who live within 50km of the ACT border may be accepted for membership. We are unable to otherwise accept membership applications from interstate or overseas.

3. How to apply for library membership

To apply for your own membership, you must be 16 years of age or over, complete an application online, or in person, and show us proof of identity (your full name and date of birth are required at minimum) and eligibility.

If you are under 16 years of age, you must ask a responsible adult to apply on your behalf. This would typically be a parent or other caregiver.

If you are applying on behalf of another person (e.g., you are a parent or guardian applying on behalf of a child or ward) you will be designated as the adult responsible for their membership. As the responsible adult you must provide proof of identification and eligibility for yourself.

Accepted **proof of identity** includes one or more of the following documents:

- Driver's licence.
- Passport.
- Birth Certificate.
- Medicare card.
- Proof of Age card.
- ACT Services Access Card.
- Commonwealth Government Concession, or Health Care Card.

Accepted **proof of eligibility** includes one or more of the following documents:

- Driver's licence.
- Phone / water / electricity bill / bank statement showing current address.
- Current student identification card from an educational institution which is physically located in the ACT.
- Work identification card, payslip, or other official correspondence from your current employer located in the ACT.

If you do not have relevant proof, please ask staff for help.

4. Using Libraries ACT resources

All library members are given a library membership number and card which can be used to borrow in person at any of our branches and online through our website.

For security reasons, you will need to visit one of our branches in person to activate your membership account and set a password to access your account and resources online.

5. Conditions of membership

You are responsible for your library membership account and all activities related to it. This includes managing its security and your own privacy.

You agree to:

- Take responsibility for all items borrowed or accessed by your membership.
- Return or renew items borrowed before their due date(s).
- Tell us immediately if any of your personal information pertinent to your membership (e.g., residential address for eligibility) changes.
- Keep your membership card, username and passwords private and secure.
- Use suitably strong/complex passphrases that meet our requirements.
- Use resources in accordance with existing laws and library policies.

- Accept financial liability for all costs incurred by your membership (including for lost, damaged or stolen items).
- Tell us immediately if your membership card is lost and you suspect misuse of your library account.
- Receive communication from us about policy, service and program information, updates and changes.

If you are the parent/guardian or other responsible adult registered as responsible for another person (e.g. child under 16 years of age) who uses the library, or who has library membership:

- All conditions of membership also apply to you for that member's use, borrowing and access of the library in person and online.

You are responsible for deciding what is suitable for that member to use, borrow and access in the library and online. The library does not determine what is appropriate for young people, except when legally required to do so, or when membership privileges are limited or suspended.

6. Limiting or suspending access, services or membership

We may limit your access to resources where required by legal or contractual requirements (e.g. eligibility for library membership and an email address is required for you to be able to access eResources).

Your membership may be suspended and/or access to resources or services limited at any time, without notice, if you:

- Do not comply with the conditions of membership;
- Have overdue items; and/or
- Have unpaid/unmanaged fees or charges on your account.

Access to resources and services may be reinstated following resolution of issues.

7. Data and Information Management

Data is stored and managed in a cloud-based ICT environment (within Australia) and is required to comply with the data security legislation, the *Territory Records Act 2002* and the Information Privacy Act. Please refer to our Privacy Statement for more information about data and information management.

8. Borrowing, Fees and Charges

8.1 Loans, Returns and Requests

A maximum of fifty (50) physical items can be borrowed by you at one time.

The maximum number of digital items (e.g. eBooks) you can borrow at one time varies depending on what it is. Information should be provided when you log into the eResource.

The standard loan period is twenty-eight (28) days.

High demand items have a short loan period of fourteen (14) days and cannot be renewed.

Different loan periods may apply to specific collections (e.g. eBooks).

Due dates for all items are provided when they are loaned to you. You can also access your account online or contact the library to check the due dates.

Items not returned to the library on or before their due date are considered overdue.

An item on loan can be renewed up to five times, unless it has been requested by another member.

Requests can be made to add your name to the waiting list items, and transfer items to your preferred library to borrow.

8.2 Inter Library Loans

If we don't have the item you are looking for, you may be able to borrow it from another Australian library by Inter Library Loan (ILL). ILL is available under the National and State Libraries Australia Collaborative Lending Principles. You will be charged a standard fee for items requested by ILL. Once you request an item using ILL, this fee must be paid even if you do not collect the item.

8.3 Charges

A list of charges is available online. They are subject to change each year.

- You will be charged replacement and administration costs for each item returned incomplete, damaged, or not returned within 28 days of its due date.
- If you find an item after you have paid replacement and administration charges, please do not return the item to Libraries ACT as no refunds will be provided.
- Charges cannot be paid by in-kind contributions or donations (e.g. you cannot purchase and provide to Libraries ACT a copy of a lost or damaged book).
- Unpaid charges are subject to the debt collection policies of the Territory.
- Partial payment can be arranged with the library's supervisor. The decision on payment amounts is final.

We encourage payments to be made online via Access Canberra.

Our staff are not able to waive charges, and are subject to the *Financial Management Act 2004*.

Appeals about disputed charges can only be made under extenuating circumstances, or library error, and evidence is usually required. Not receiving library notices is not considered an extenuating circumstance, or library error.

9. Membership categories

Standard library membership provides access to a broad range of library resources and services.

The information you provide when you apply for membership determines your level of access. If you do not provide the required information, access may be limited.

<i>Membership Type</i>	<i>Access</i>	<i>Notes/Definition</i>
Adult (ages 16 and over)	<ul style="list-style-type: none">• All physical and digital resources• All services	<ul style="list-style-type: none">• Must be aged 18 or above to access R18+ resources
Junior (under 16 years of age)	<ul style="list-style-type: none">• Most physical and digital resources• Most services	<ul style="list-style-type: none">• No access to MA15+ or R18+ resources• Requires parent/guardian or other responsible adult approval to join the library and access other library resources

Home Library Service User	<ul style="list-style-type: none"> • All physical and digital resources • Access to Home Library Service 	<ul style="list-style-type: none"> • Also includes housebound users
Temporary User	<ul style="list-style-type: none"> • Limited access to physical resources for a defined time period • Limited access to library services for a defined time period 	<ul style="list-style-type: none"> • For applications containing insufficient information, e.g. lack of eligibility information, date of birth, or email address • For customers who do not live, work or study in the ACT (e.g. visitors to the region) • No access to digital resources • Limited access to bookable spaces and Internet PCs • Full access to Public Wi-Fi