

CITY OF
CANADA BAY
LIBRARY
SERVICES

BORROWING AND MEMBERSHIP POLICY

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Objectives

The objectives of this policy are to outline the responsibilities and conditions of library membership for people who wish to become members of the City of Canada Bay Library Service and to outline the conditions in relation to:

- terms of loan of library material;
- renewal of library material;
- reservation of library material; and
- loss or damage of library material whilst on loan.

Scope

This policy applies to all members of the public who are currently or wish to become members of the City of Canada Bay Library Service.

Definitions

- 'City of Canada Bay Library Service' or 'the library' refers to Concord and Five Dock libraries.
- Lost Item - An item on loan is deemed 'lost' when a customer has either:
 - failed to return the item twenty eight (28) days after the due date for return
 - reported the item lost
 - reported the item stolen
- Damaged Item - An item is deemed 'damaged' when a customer returns it in such a condition that its return to the lending stock is untenable according to the judgement of library staff. This includes the item being:
 - mutilated (e.g. cut with scissors, chewed, etc)
 - defaced
 - damaged by fluids
 - incomplete

Principles

Membership Availability

Membership of the City of Canada Bay Library Service is free to ratepayers and residents of the City of Canada Bay local government area and non-residents.

Application Requirements

Applicants for library membership must complete a membership application form and provide proof of their name and their current address. Acceptable forms of identification include, but are not limited to:

- Driver's licence
- Council rates notice
- Phone, water or electricity bill showing current address
- Social security card with current address
- Student card with current address
- Bank statement, passbook or cheque book showing current address
- Motor registration with current address
- Private health insurance card showing current address

New members will be assigned a library membership number and a password and upon request a Personal Identification Number (PIN) to access public computers in the libraries.

Responsibilities of Membership

The library member assumes full responsibility for all use made of their card. By signing the membership application form and/or card, the card holder agrees to comply with all library conditions of use; to pay all fees; to be responsible for any lost or damaged materials; to provide immediate notice of any change of address and to provide immediate notice if the card is stolen, lost or destroyed.

The signature of a parent or guardian is required on the membership application form for any child who applies for library membership who has not attained the age of eighteen (18) years. By signing the membership application form, the parent or guardian agrees to assume responsibility for all materials borrowed on the card as well as any associated fees or charges. A current membership card is required each time a library member wishes to borrow library materials or to use public computers or photocopiers.

Suspension of Borrowing Privileges

The Library reserves the right to deny borrowing or usage privileges to persons who do not present their membership card when they wish to borrow materials or use public computers or photocopiers. The Library reserves the right to deny borrowing or usage privileges to persons who are in breach of library conditions of use.

Suspension of Membership

Membership can be suspended due to a breach / breaches of the *Library Services –Conditions of Use Policy*.

Membership Card Replacement

A replacement fee is charged for a lost or stolen membership card. No fee is charged to replace a worn out borrower's card.

Types of Membership

The following categories of membership are available:

- General (Adult, Youth & Junior)
- Home Library
- Organisational (for organisations such as schools, nursing homes and other libraries)
- Technology User (for non-residents or travellers wishing to access PC services)
- Adult no Internet use
- Youth no Internet use
- Junior no Internet use

Retention of Membership Forms

As per the NSW State Records Act - General Disposal Authority (GDA10) Local Government Records, library membership forms will be retained for a minimum of two years.

Library Items

The Library circulates materials in a variety of formats including books, DVDs, recorded books, magazines, music CDs, toys and CD-ROMs.

Terms of Loan

The following terms of loan are applicable as indicated:

Item Type	Borrowing Limit	Loan Period	Number of Renewals	Number of Reservations
Books (Limit of 2 per subject for school assignments)	20	21 days	2	10 in total
DVDs	7	21 days	0	
Recorded Books (MP3s./CDs, Cassettes)	7	21 days	2	
Magazines	7	21 days	2	
Music CDs	7	21 days	2	
Toys (Adult card required)	7	21 days	2	
CD-ROMs	7	21 days	2	
Kits	7	21 days	2	
OverDrive eLibrary24/7 Digital Media Collection	3	7, 14 or 21 days	Not applicable	
Maximum of 40 items per card at a time				

Certain items are not available for loan, but can be used in the Libraries. These include:

- Reference
- HSC Collection
- Family History
- Local History

Library items can be returned to either Concord or Five Dock Library.

The Library reserves the right to temporarily cease loan of particular items for specific needs and occasions. For example: the six week period leading up to Children’s Book Week, Book Week itself, and one week afterwards.

Overdue Items

It is the responsibility of library members to return all items borrowed on their card by the due date. Items returned 14 days or more after the due date will attract a late return fee for each overdue item.

Late return fees accrue to a maximum amount per card. These fees are charged as per the City of Canada Bay Council's schedule of fees and charges. Borrowing privileges will be suspended until all overdue items are returned and any associated late return fees are paid.

A courtesy overdue item notification will be sent to the library member seven (7) days after the due date and again fourteen (14) days after the due date if the item still has not been returned. After twenty eight (28) days, an account will be sent for replacement costs and processing fees for each item.

Payment of Late Return Fees

- Borrowing privileges will be suspended when items are fourteen (14) days overdue.
- The Shift Supervisor may authorize the reinstatement of borrowing privileges in special circumstances, where the library member agrees to a payment by instalment arrangement.

Renewal of Items on Loan

Library items can be renewed a maximum of two (2) times. This excludes DVDs which cannot be renewed.

Renewal of items obtained from another library through the Inter Library Loans Service is subject to the conditions of loan imposed by that lending library (Refer to the Inter Library Loans Policy).

Items cannot be renewed if a reservation has been placed by another library member.

Items cannot be renewed if they are fourteen (14) or more days overdue.

Items can be renewed in the following ways:

- In person at any of the libraries
- By telephone
- By emailing library@canadabay.nsw.gov.au
- Via the self check units at Concord or Five Dock libraries
- Via the computer catalogues at Concord or Five Dock libraries
- Via the library pages of Council's website

Library members renewing items via the library's website will be required to enter their library membership number and six digit password.

Reservation of Library Items

Items available on shelf or on loan can be reserved by members in the following ways:

- In person at any of the libraries
- By telephone
- By emailing library@canadabay.nsw.gov.au
- Via the computer catalogues at Concord or Five Dock libraries
- Via the library pages of Council's website

The number of reservations is limited to 10 items per card at a given time and there is no charge to reserve items.

Items available for borrowing on the shelf can be requested and will be transferred for collection to the nominated Canada Bay library as requested by the library member, generally within several days. Items on loan can be reserved.

The library member will be notified by their preferred communication method when the requested item is available for collection. The item will be held at the library of choice for collection for no longer than seven (7) days. If the item is not collected within this time it will be returned to general circulation.

Request for an Item not held by the Library

A request may be made for an item not held in the collection at the service desk of Concord or Five Dock libraries. The requested item will be considered for purchase for inclusion in the library's collection. If the item is out of print and/or is not in accordance with the library's Collection Development Policy then it may be obtained from another library via inter library loan.

A fee applies for each inter library loan item requested, which must be paid by the library member making the request. Items obtained through inter library loan may incur an additional fee (Refer to Inter Library Loans Policy). The customer will be notified by mail or email when the requested item is available for collection.

Lost or Damaged Items

Library items borrowed are the responsibility of the card holder. If a library item is lost and/or damaged while on loan, the card holder is responsible for the payment of any item replacement costs and associated processing fees.

If the card holder is under eighteen (18) years of age, the responsibility lies with their parent or guardian. Borrowing privileges will be suspended until full payment of the replacement cost and associated processing fee has been made. The replacement cost to be charged is the 'Current Cost' as shown on the lost or damaged item's record. An additional processing fee will also be added to each lost and/or damaged item. Item replacement costs and any associated processing fees are non-refundable. Materials borrowed through inter library loan which are lost and/ or damaged are charged to the library customer according to the invoice provided by the lending agency.

Responsibilities

Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

Procedures

Specific procedures for the implementation of this policy are clearly outlined in *City of Canada Bay Library Service's Procedures Manual*.

Complaints

- Any complaint or appeal will be dealt with in the first instance by the Shift Supervisor. Complaints or appeals may also be emailed to library@canadabay.nsw.gov.au.
- Complaints or appeals that cannot be resolved at this level will be referred first to the Concord, Five Dock or Client Services Co-ordinator and if still unresolved then referred to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:

The General Manager
City of Canada Bay
Locked Bag 1470 Drummoyne NSW 1470
Email: council@canadabay.nsw.gov.au