



Membership & Loans POLICY

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Purpose	To outline requirements to become a library member and to set conditions of membership and loans for patrons of the Greater Hamilton Library Service.



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Conditions of Membership

Membership is free and available to all community members. Membership provides access to Greater Hamilton Library, all Central Highlands Libraries, Swift Consortium Libraries and the Mobile Library. To join, a person needs photo identification or two forms of other identification confirming date of birth and a current residential address.

Persons under the age of 18 you must be accompanied by a parent or guardian who will act as guarantor. The guarantor must assume responsibility for any library material that is lost, damaged or stolen whilst on loan to the person aged under 18. The guarantor is also responsible for that person's choice of library material borrowed and any fee accrued from overdue items.

Pin numbers are assigned to each membership card for use of public library PC's and for accessing your account online where you can renew items, make reservations and access databases from our website. Keeping your card and pin details secure is important to prevent misuse of your membership.

Members can use internet and wifi services in compliance with the library's internet usage policy. The Greater Hamilton Library promotes safe, smart and responsible use of technology according to eSmart principles. Full details of the internet usage policy is available in the library or on the website www.centralhighlandslibraries.org.au .

Members must produce their library card to borrow items and access the public computers. Failure to produce a library membership card to borrow items may result in a replacement card being issued at a cost of \$2.00. If a library card is lost or stolen it is the responsibility of the member to report the loss immediately so that a "stop" can be placed on the card to avoid its misuse.

Members are required to advise the library of any changes to their personal details in order to ensure accuracy of contact details.

Membership may expire if it is not used for a period of 3 years. Membership may also be withdrawn if the patron is in continual breach of Library Policies.

All members must comply with the Conduct of Library Users Policy for the safety, comfort and consideration of all library users. Full details of this policy are available in the library or on the website www.centralhighlandslibraries.org.au .

Loans

Your Library membership allows you to borrow an unlimited number of books, audio books, magazines, CD's and DVD's.

Loan periods are:

- 2 weeks Magazines, CD's, DVD's
- 4 weeks Books and audio books
- 8 weeks Institutional member loans for all items

Items borrowed are the responsibility of the membership card holder. If the member is under the age of 18 years the parent or guardian on the membership is responsible.

While the library endeavours to maintain all CD's, DVD's and audio books in good working order, we hold no responsibility for any damage to computers or other equipment from the use of these items.

Borrowing Categories

- Junior Aged 0 – 12
- Young Adult Aged 13 – 17
- Adult Aged over 18

Home Library - Borrowers who are unable to access their public library in person

Institutional - Schools and Organisations

Staff – Employees of the Central Highlands and Swift group of Libraries.

Renewals

Items may be renewed up to twice at Greater Hamilton Library, any Central Highlands Library, Swift Consortium Library, online at www.centralhighlandslibraries.org.au or by phone (during opening hours). You can receive a courtesy email reminder for items three days prior to the date due if you have your email address registered with the Library. Items not renewed or returned by the due will incur fines. If an item is renewed after the due date, fines will be incurred from the due date to the date of the renewal. Items cannot be renewed if another patron has reserved that item.

Returns

Items may be returned in person to the Greater Hamilton Library, any of the Central Highlands Libraries or participating Swift Consortium Libraries. All libraries have after hours return chutes. Items must be returned in the same condition as borrowed on or before the due date. Items returned past the due date will accrue a fine for late returns as stated in the overdue fines section of this policy.

Items may also be returned by post to 105 Brown Street, Hamilton 3300, at the borrowers cost.

Reservations

Items can be reserved in person, by phone, by email or online. A maximum of 30 items may be reserved at one time. You can receive notification that the reserved item/s are waiting your collection via SMS to your mobile phone, receive an email or a letter via the post. How you receive notification is determined at the time of membership issue but may be changed by the borrower at any time by requesting the change to staff. To use this service please enquire at any of the Central Highlands Libraries or phone Greater Hamilton Library on 03 55730 470.

Inter Library Loans

Items held by libraries outside of the SWIFT consortia can be requested through our Inter Library Loan service. If the item requested is held by another public library there is a cost of \$3.00 payable by the member at the time of borrowing. Should the item requested be held at a University library a cost is \$18.50, also payable at the time of borrowing the item.

Request a new title

Members may request that the library purchase a new title currently not listed in the catalogue. The request may be made at the library or online via the website. Items requested will be purchased if published within the last 2 years and meet the collection development policy.

Overdue items

Greater Hamilton Library has an overdue charge on library items that are not returned by the due date. This provides an incentive for borrowers to return items by the due date to enable them to be borrowed by all members of the library.

Fines are accrued at 30 cents per day for each item overdue to a maximum of \$5.00 per item.

If fines are not paid when the items are returned, the amount owed is recorded against the borrower's account. If fines total \$5.00 or more, the borrowing privilege for the member is suspended until fines are paid.

Borrowers can still borrow items when they owe more than \$5.00 if they have negotiated an agreement to pay off fines in instalment with the library manager. The manager only has the authority to waive a fine if they judge there is a valid reason to do so. The current schedule of fees is available online from www.centralhighlandslibraries.org.au.

Overdue notices

It is the responsibility of members to return items borrowed by the due date. A due date slip is provided to all borrowers as a record of the date for return. Reminder notices can be sent via email (for members with a valid email address on their record) three day prior to the due date. This is a courtesy email to assist in the prompt return of items due. Non-receipt of a notice by a borrower does not constitute grounds for dispute of overdue fines.

Each borrower will receive an overdue reminder when the item/s are seven days past the due. When items are 28 days overdue they are considered lost and a final notice will be issued listing replacement cost of the item/s including the processing fee.

Asset Recovery

To ensure that the community has the maximum access to the collection, items more than 45 days overdue will be referred to an Asset Recovery Agency. A referral fee is charged to the borrower for the cost of this service. Borrowing privileges will be suspended until all fees are paid.

Lost, damaged or stolen items

The care of library materials is the responsibility of the borrower whilst on loan. If library materials are lost, damaged or stolen whilst in your care, you will be charged the cost of the items and a \$6.50 processing fee for the library to replace the item. Greater Hamilton Library does not accept a replacement copy from the borrower in lieu of payment.

Claims Returned

Greater Hamilton Library has a Claims Returned procedure for when a borrower is certain that they have returned items which are still checked out to them. The library staff will check the shelves for the item. If the item is still missing the status of the item is changed to claims returned on the clients account.

If a borrower has had more than 5 instances of claims returned items during the past 12 months, then the replacement costs of the present claims returned item will be negotiated with the branch Manager.

Fees and Charges

Fees will be charged in the follow incidents:

- Items overdue
- Lost, damaged or unreturned items
- Loans from Library Link Victoria
- Replacement of Membership Card
- Printing, photocopying & faxing

Full list of fees and charges is available in the library or on the website www.centralhighlandslibraries.org.au