



Library Membership Policy

Adoption Date:	19 March 2019 by Approval of the General Manager
Last Reviewed:	19 March 2019
Next Review Date:	19 March 2021
Division/Department:	Community Services/Woollahra Libraries
Responsible Officer:	Manager – Woollahra Libraries
HPE CM Record Number:	18/148861

1 Policy Statement

Membership is open to everyone and is free. Woollahra Libraries operates under the NSW Library Act, 1939 and associated regulations.

To be eligible for full membership customers must live, work or attend school in New South Wales otherwise customers can apply for temporary membership.

2 Application

The purpose of this policy is to outline the conditions of becoming a member of Woollahra Libraries.

An Active Library Member is a member who has used the Library in the past 3 years.

3 Definitions

Term	Meaning
Woollahra Libraries	Woollahra Library at Double Bay, Paddington Library and Watsons Bay Library.
Active member	A member who has used the Library in the past 3 years.

4 Community Strategic Plan, Delivery Program and Operation Plan

This Policy relates to Themes, Goals and Strategies outlined in Council's Community Strategic Plan Woollahra 2030 and Priorities outlined in Council's Delivery Program and Operational Plan, specifically:

Theme: Community well-being

Goals: 1 A connected, engaged and harmonious community

Strategy: 1.3 Provide places and spaces for people to connect and interact

Priority: 1.3.1 Provide access to multipurpose and flexible meeting spaces

Theme: Community leadership and participation

Goal: 11 A well-managed Council

Strategy: 11.2 Develop and maintain effective reporting systems that enable Council to measure and report on performance.

Priority: 11.2.2 Ensure council maintains a strong governance framework by continually reviewing Council policies and procedures for adequacy and currency.

5 Relevant Legislation

Library Act 1939

Library Regulation 2010

6 Types of Memberships

Woollahra Libraries has the following memberships:

- **Adult Membership**

Anyone over the age of 16 years, is eligible for full membership of Woollahra Libraries if they live work or attend school in NSW, otherwise the applicant may apply for temporary membership.

- **Children and Youth** aged under 16 years must be registered by an adult guarantor who is responsible for their borrowed items and any fees. A child may have two cards (with different addresses) if either parent desires e.g. in cases of separation and divorce.

In instances where a person under 16 is living independently, they may bring proof of their address and will not need a guarantor.

School students who are **boarders** at their school must be registered by both their parents' residential address and their school address. Their house master needs to send a letter to the library requesting membership for individuals in which he/she agrees to act as guarantor.

- **Temporary Membership** is available for those who reside outside of NSW. These members may borrow a maximum of 3 items at any time and can make internet bookings with their card. Membership is valid for 6 months only.

People applying for temporary membership can show the following types of identification: passport, Australian/international driver's licence, hotel bill or lease/rental receipt or letter from the person/s they are residing with.

- **Concession Memberships**

Concession memberships are only available to seniors. In order to be eligible for concession membership a valid seniors or pension card must be produced. Concession members receive half-priced reservations.

- **Council Staff**

This category entitles individual membership to Woollahra Council employees, Councillors and volunteers. Privileges associated with this category consist of non-accrual of fines (except for Fast Reads) and no reservation fees. Members listed as 'staff' will be reviewed annually by the Customer Services Team to ensure the database is updated.

- **Institution / Community Groups Memberships**

Membership is valid for 12 months and must be located within the Woollahra Local Government area (other Libraries who borrow via Inter-library loan are an exception). Institutions / community groups are required to fill in a Bulk Loan Agreement. Examples include other community organisations, pre-schools, primary and high schools.

- **Home Library Memberships**

Membership is open to housebound members of the Woollahra Local Government area. A medical certificate is required for this service and is offered to carers as well.

- **VIP Members**

15 years or more continuous library membership, includes previous members of Woollahra Library Friends. VIP members receive half-priced reservations, free attendance at a Writers & Readers event of their choice each year, advanced notice of key events and an annual voucher to spend at the Library Book Fairs.

7 Term of Memberships

All memberships except the Temporary and Institutional memberships are valid for 36 months.

8 Registration Requirements

Intending Library members can register online or at any library location, using any of the public PC's. To register as a member, current proof of name and home address is required. Applicants must agree to Library policies and conditions by accepting the 'Conditions of Membership'.

Applicants are required to provide one form of identification, which must show the name and current address of the applicant. Acceptable forms of identification must be current and may include:

- Driver's Licence
- Council rates notice
- Official rent receipt/lease agreement
- Telephone, gas, electricity or utility account
- Financial institution statement
- Concession card [Government Issue]
- Motor Vehicle Registration,
- Electoral Roll Notification form

9 Updating Membership Details

Customers must notify the Library of any changes to membership information, including name, address, email, or telephone numbers. Library members can do this in person, or by email. Proof of changes in name or address must be given.

Membership details will be updated and membership renewed every three years.

Members joining online will have 3 months to fully activate their membership. If not activated within 3 months the membership will be removed.

10 Withdrawal of Membership

In the event of a library customer refusing to pay any of the fees and charges authorised under the Local Government Act 1993, (Section 608) and regulations made thereunder, or any other relevant legislation, his or her membership may be withdrawn. Library customers not abiding by any library policy or section of NSW Library Regulation 2010 may have their membership withdrawn or may be debarred from borrowing.

11 Exclusion from the Library

Library customers failing to comply with any Library policy or relevant legislation may be banned from the Library for a period determined by the Library Manager of Woollahra Council in accordance with the Library Act and the NSW Library Regulation 2010, section 17.

12 Related Policies and Procedures

	HPECM Reference
Library Lending Policy	18/148526
Library Membership Procedure	18/153927
Library Inter-Library Loan Requests and Suggestions for Purchase Policy	17/205241

This Policy will be reviewed every two years or as required in the event of legislative changes. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of the approval of the General Manager.

Policy Amendments

Date	Responsible Officer	Description