

Membership Policy

Policy Owner	Library Operations Team Leader
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1. Purpose

This Policy outlines the various categories of memberships and the conditions for each of these.

2. Scope

This Policy applies to all individuals and organisations wishing to be members of the City of Melbourne Libraries (CoML).

3. Definitions

- ◆ *Council* means City of Melbourne.
- ◆ *Library* means a Library belonging to, or under the control or management of, Council and includes the buildings, rooms, offices, passageways, staircases, foyers, meeting rooms, adjacent entrances and sanitary facilities and includes but is not limited to the City, East Melbourne, North Melbourne, Southbank, Kathleen Syme Libraries, Library at The Dock and all temporary pop-up libraries.
- ◆ *User* means any person, whether or not a member, who visits a Library for the purpose of using any Library resources and/or facilities.
- ◆ *Member* means any user who has fulfilled the requirements for membership of the Library and has a current membership card.
- ◆ *Authorised Staff Member* means any person officially employed by Council in the Library.
- ◆ *Guardian* means, in relation to a person under the age of 18 years, as set out in the Children's Services Act 1996, the legal guardian of the child or the person who has the custody or control of the child but does not include a person providing children's services to a child.

4. Policy Framework

Under the conditions for receipt of State Government funding City of Melbourne Libraries must offer free membership to all Victorian residents.

City of Melbourne Libraries will also provide short term membership (under the conditions described in this Policy) to visitors to the City from interstate and overseas.

5. Eligibility for membership

Categories of memberships and the conditions applying to each are as follows:

5.1. Library membership for people 18+

Adult members (18 years and over) must complete the membership application form online and agree to the terms and conditions for membership. Adult memberships expire after two years from last date of issue.

Proof of identity with name, and current address must be shown.

Individuals may join the library and access online resources but must show proof of identity

with name and current address before being issued with a card and borrowing library materials.

5.2. eLibrary membership

eLibrary membership is available to all Victorian residents.

eLibrary membership provides access to digital collections only – this includes eBooks, eAudiobooks, eMagazines, film and music streaming, online tutorials and research databases.

Applicants must agree to the terms and conditions of membership.

eLibrary members aged under 18 require permission from a parent/guardian.

The parent/guardian accepts responsibility for oversight of any digital material accessed via our content providers.

Upon joining, eLibrary members have immediate access to digital collections for one month. New members need to verify their account using a validation code mailed to their Victorian address within 10 days of joining. If this code is not actioned, access to eLibrary collections will cease. eLibrary members will be prompted to renew their membership every two years.

5.3. PC and Internet membership

PC and Internet membership is available to everyone.

There is no minimum age for joining, but those under the age of 18 years require consent from their parent or guardian.

You'll need to confirm your membership at any branch of the library by presenting proof of your name and date of birth at which point we will issue you with a library card.

Membership is valid for 90 days but can be renewed.

5.4. Library membership for people under 18

An under-18 membership consent form must be completed and signed by the parent or guardian of the young person applying for Library Membership.

The parent or guardian providing consent takes responsibility and is liable for materials borrowed by the young person under this library membership.

There are two signature points on the application form, one to accept responsibility for all items borrowed, and the second to allow Internet and computer access at the library.

By consenting to allow internet and computer access at the library, the parent or guardian takes responsibility for oversight of any digital material accessed (viewed, downloaded or streamed) via our eLibrary content providers.

In addition to the consent form the parent or guardian will be required to show proof of identity with name and current address. If a young person is joining without their parent or guardian present they will need to provide a signed permission letter **together with copies of the parent's or guardian's proof of identity of name, current address and signature.**

A young person who can demonstrate that they are living independently can apply for an Independent Membership for people under 18 (see 5.5).

5.5. Independent Membership for people under 18

People aged 16-18 years who are living independently of a parent/guardian. Proof of identity and address as per adult membership is required. A Centrelink issued health benefit card should/can be produced as evidence of independent living and may also be used as further evidence of a person's address.

Adult Membership terms and conditions apply.

5.6. Junior International Student Membership

This category applies to international students who hold a current student visa and are under 18 years of age.

International students under 18 years of age when applying for their Australian student visa need to provide the Department of Immigration evidence that an acceptable arrangement for their accommodation, support and general welfare are in place. Therefore the person registered with the Department of Immigration as being responsible for the students welfare is required to sign the under 18s membership form.

Students are required to show their passport with the student visa and provide a letter from their educational institution stating the student's current address.

5.7. Visitor/Temporary library member

This is available to visitors and short-term residents of the City of Melbourne. Visitor/Temporary memberships are valid for three months and may be extended after that time.

For interstate visitors, the usual proof of name and permanent address applies as per the general membership.

For travelers, tourists and short term hotel residents other appropriate identification with full name is required (e.g. passport).

People with no fixed address may join as Visitor/Temporary members using the library branch where items are borrowed from as the address.

Loans are limited to 2 items per borrower.

5.8. Home Library Service Membership (HLS)

The City of Melbourne Libraries provides free delivery of library material to people living in the City of Melbourne who cannot physically visit the library themselves due to illness, frailty or disability, and have no-one in their household to visit the library for them.

Individuals are also eligible if they are temporarily housebound. A person requesting this service must have a genuine need for the service. An individual may be referred by a Health Care professional and all requesters will be interviewed by City of Melbourne Libraries HLS staff.

Patrons are visited on a set day every four weeks.

The loan period for a HLS member is 8 weeks.

5.9. Organisational Membership

Organisations, including schools, kindergartens and childcare centres, based within the City of Melbourne boundaries are eligible for an organisational membership.

Membership cards are issued on an annual basis. Membership may be renewed. Membership forms must be signed by the manager or principal of the organisation or school.

The manager or principal accepts responsibility on behalf of the organisation or school for the material borrowed on one or more cards held by the organisation or school. In the case where multiple memberships are held, the Principal or Manager signs off on each membership.

It is the responsibility of the organisation to keep track of borrowed material and to ensure that it is returned to the library on time.

The Library reserves the right to suspend borrowing rights or membership at any time during the year in the event that material is not returned on time.

Schools may hold multiple memberships, but there must be a contact person for each membership held. This is updated on a calendar year basis.

All material must be returned by the end of December in any given year before membership can be renewed. A list of all outstanding items can be provided in advance on request.

6. Acceptable forms of Identification

Forms of ID include:

- Driver's licence / keypass
- Local Government Residential Rates Notice
- Concession card / health benefit card
- Official rent / lease agreement
- Electricity / water / gas / phone bills
- Official communications from any bank or financial institution
- City of Melbourne Security pass

Members remain pending until an acceptable form of identification is produced. If no identification is produced within three months from date of application the 'pending' membership will be cancelled. If a member can provide personal identification but no address verification the membership is valid for only 12 months from date of issue/application and a loan limit of two items applies.

7. Confidentiality of records

City of Melbourne has a Privacy Policy which applies to City of Melbourne Libraries and adheres to the Information Privacy Principles set out in the Privacy and Data Protection Act 2014.

- Any information provided, including identification of individuals, will be used only for the purpose intended and where the intention includes confidentiality, information will be retained as such unless otherwise required by law.
- The Library does not release personal information to external bodies or individuals save when required under legislation or a court order.
- If information is required by legislation or a court order, a record of that disclosure must be kept.

- The computer systems are protected by various means to ensure that personal records are not made available to unauthorised persons.
- A library member is entitled to see their computer record at any time, on production of suitable identification. A parent or guardian is entitled to see the record of a minor for whom they have signed as guarantor.

8. Cancellation/suspension of membership

All applicants for membership must agree to comply with library terms and conditions. Failure to comply may result in the suspension of membership rights and privileges.

Library membership can be suspended or cancelled if terms and conditions for membership are not met, generally in cases in which a person habitually loses, damages or steals library materials. When membership is suspended or cancelled, the person can enter the premises and use materials while in the library, but cannot borrow. The Branch Team Leader should be involved in these cases. A 'See Supervisor' note is to be added to the patron record and borrower status should be set to "suspended borrower".

A member of City of Melbourne libraries may request cancellation of their membership or that of individuals who they act as parent or guardian for. In these cases membership will be cancelled provided that any outstanding items on loan have been returned and fees/charges owing have been settled.

Refer to the Library Use policy for conditions relating to barring and/or removal of persons.

9. References

City of Melbourne Libraries Loans Policy
City of Melbourne Libraries Loans Procedure
City of Melbourne Libraries Library Use Policy