

<b>POLICY NO.</b>	A.17
<b>POLICY SUBJECT</b>	Library Membership
<b>ADOPTION DATE</b>	30 November 2017 (C.19/1117)
<b>LAST REVIEW DATE</b>	26 November 2020 (C.05/1120)

### Introduction

The Shire of Bridgetown-Greenbushes Public Library is a member of the South West Library Consortia (SWLC). The SWLC is a group of Western Australian Local Governments who entered into a Participation Agreement around a common set of resourcing sharing goals. The SWLC provides a One-Card library service to residents by way of a fully shared single database Library Management System (LMS) and standardised policies.

### Policy

The majority of physical and electronic collections in SWLC libraries are considered to be State Government assets. Therefore (under the provisions of the Library Board Regulations 1985) any person who lives in Western Australia should be able to use those assets. If the person has the pre-requisite Proof of Identity and Address and is reasonably contactable via mail, telephone or email then there is no barrier to membership.

Residents of the Shire of Bridgetown-Greenbushes are entitled to enrol for membership of the Bridgetown-Greenbushes Library. In addition (under the provisions of the South West Library Consortia, members of other member libraries are entitled to use the Bridgetown-Greenbushes Library services. Users are to adhere to the Shire of Bridgetown-Greenbushes Member Code of Conduct and Borrowing Guidelines. The proof of identity, membership types, membership conditions and membership expiry are determined by the Participation Agreement and addressed in the Borrowing Guidelines (see Attachment 1).

**\* ATTACHMENT 1**

**BORROWING GUIDELINES**

1) Proof of Identity

Any person wishing to register as a member of the Shire of Bridgetown-Greenbushes Library must complete a Library Membership Application Form and provide proof of identity (1) from the following list:

- A valid Driver's License or Proof of Age Card
- Passport
- Birth certificate
- A Pension or Concession Card
- Other proof of identification

- In addition, proof of current address is required. If located on primary identification such as a Driver's License, this is sufficient. If address is not on the Proof of Identity then a current utilities bill or bank statement in the name of the applicant or similar can be used as proof of address.
- People who have no fixed address may join the library at the discretion of the Library Services Coordinator, if they have adequate Proof of Identity and can give evidence of the address and contact details of an agent or case worker or other responsible person who may be contacted to confirm they have regular contact with the applicant.
- People under 18 years of age are required to have a parent or guardian as guarantor for the account activities of the minor in their care, including any penalties incurred for overdue or lost/damaged items and must be informed of this on joining.
- Parents and guardians must provide Proof of Identity and Address as outlined for themselves and it is preferred that they provide some evidence of the identity of the underage applicant such as a Medicare Card with the name of the Parent/Guardian and the applicant or a birth certificate.
- Library staff must be satisfied that the identity and address of the applicant is correct before providing active membership.
- Library managers may exercise some discretion in special circumstances to either allow or disallow membership applications.

**Membership options include:**

Full User	Adult, Junior, Student, Young Adult
Now 18	Join Online, Now 18, Online
Outreach Membership	College Staff, Home Delivery, Outreach
Temporary Membership	Temporary Adult, Temporary Junior, Temporary Young Adult
Lite Membership	Lite Adult, Lite Junior, Lite Young Adult
Book Clubs Membership	

<b>FULL USER</b>	<b>NOW 18</b>	<b>OUTREACH MEMBERSHIP</b>	<b>TEMPORARY MEMBERSHIP</b>	<b>LITE MEMBERSHIP</b>	<b>BOOK CLUBS MEMBERSHIP</b>
Borrowing Limits:  30 items across the consortia (limit to 10 DVD's)	Borrowing Limits:  None – until ID is sighted and membership is updated to full user	Borrowing Limits:  50 items across the consortia (limit to 10 DVD's)	Borrowing Limits:  5 items across the consortia	Borrowing Limits:  2 items across the consortia	Borrowing Limits:  2 sets across the consortia
Lending Period:  21 Days	Lending Period:  N/A	Lending Period:  42 Days	Lending Period:  21 Days	Lending Period:  21 Days	Lending Period:
Renewals:  1 unsighted renewal	Renewals:  N/A	Renewals:  1 unsighted renewal	Renewals:  1 unsighted renewal	Renewals:  1 sighted renewal	Renewals:
Intra-Library Loans Limits:  20 items	Intra-Library Loans Limits:  N/A	Intra-Library Loans Limits:  20 items	Intra-Library Loans Limits:  2 items from lending library	Intra-Library Loans Limits:  Not permitted	Intra-Library Loans Limits:
Inter-Library Loans Limits:  4 items	Inter-Library Loans Limits:  N/A	Inter-Library Loans Limits:  Not Permitted	Inter-Library Loans Limits:  Not Permitted	Inter-Library Loans Limits:  Not Permitted	Inter-Library Loans Limits:

## Membership Conditions

When adding a user membership to the system the following fields are mandatory:

- Basic Info - First Name
- Basic Info - Last Name
- Basic Info - Library (Where user has joined)
- Basic Info - Profile Name (E.g. Adult, Junior, YA)
- Privilege – PIN (system automatically generates alpha-numeric / up to 20 characters)
- Demographics – Notify (How user is to be notified)
- Demographics – Council (Where user resides)
- Demographics – Birth Date (determines age in the system, dictates user privileges and provides data for reporting purposes).
- Address Information: Postal address (required for postal notifications) as per Australia Post Guidelines.
- Address Information: Email address (required for email notifications)
- Address Information: Mobile number (required for SMS notifications)

## User Status

User status carries into all libraries in the consortium. If the user status restricts use at one library, user is restricted at all libraries until the issues are resolved:

- OK: User in good standing, with no outstanding issues
- Overdue: User has overdue items. The user may still borrow subject to the renewal of overdue items
- Restricted: Restricted from using services until issues are resolved. May use online services
- Banned: Prohibited from using all services until issues are resolved

## Membership Expiry

Membership records require review and updating every 12 months. This will ensure user's details remain current throughout the consortia.

The membership privilege will automatically expire 24 months after registration. The membership record is retained an additional 12 months past the privilege expiry date. Should the user present to use the library service during that 12 month period, their ID and address may be confirmed and the membership reinstated.

If the membership is not reinstated, and if it has no outstanding fees or memos, it will be purged from the system 36 months after the initial registration. If a user has outstanding fees, memos, or other obligations, the home library may decide to retain or discard the user record subject to local rules.