



Library Membership Policy

Policy Statement

This policy details the membership options available at the Library.

Related Legislation, Circulars or Guidelines (as amended)

- *Local Government Act 1993 No. 30 and Regulation*
- *Library Act 1939*
- *ALIA Statement on Public Library Services (2004)*
- *ALIA Statement of Free Access to Information (2001)*

Does this Document Replace an Existing Policy, Procedure or Plan?

- Yes, this document replaces Council's:

No

N/A

Related Council Policy or Procedure

Library Service Charter

Application and Distribution

It is mandatory for all Council officials to comply with this Policy.

This Policy and Guidelines is available on Council's website under Council Policies.

Approved by:

Signature:

Council: 24 September 2009
Resolution No. C52

General Manager

Effective: 24 September 2009

Review Date: September 2010

Distribution :

Registration Number:

Responsible Council Department/Officer: Manager, Coffs Harbour Library

Version History Table:

Key Responsibilities

Position	Directorate	Responsibility
Mayor	Council	To lead Councillors in their understanding of, and compliance with, this Policy and Guidelines.
General Manager	Executive	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this Policy and Guidelines. To approve resources to develop, implement and review this Policy and Guidelines.
Manager, Coffs Harbour Library		To ensure compliance with this policy.
Directors	All Directorates	To communicate, implement and comply with this Policy and related Guidelines.
Director of Corporate Services	Corporate Business	To ensure (directly or through delegation) the distribution and communication of the Policy and Guidelines to specified persons. To ensure (directly or through delegation) the approved Policy and Guidelines are available in hard copy and electronically on Council's website.
Executive Manager HR & Organisational Development	Corporate Business	Facilitate the provision of regular training to all Council officials on their role and responsibilities in relation to this Policy, Guidelines and related procedures.
Executive and Managers	All Directorates	To implement this Policy, Guidelines and related procedures. To lead staff in their understanding of, and compliance with, this Policy and Guidelines
Information Technology Manager	Corporate Business	To assist with the development of systems to support public access to this Policy, Guidelines and related information.
All Council officials	Council	To comply with this Policy, Guidelines and related procedures.

Library Membership Policy

Policy Guidelines

1. Introduction

Library membership is available in the following categories:

Adults

Permanent residents and ratepayers of Coffs Harbour City can join free of charge. Current identification showing the current address must be produced.

Minors

Under 18's can also become members (including infants); however they must have permission of a parent or legal guardian. The parent or guardian should accompany the child or young adult to the Library and produce current identification when signing the responsibility section of the membership application.

Outside Students

Students who attend City educational institutions (eg CHEC) but who permanently reside outside the City area can join for the current year of enrolment free of charge. Proof of enrolment must be produced, such as a student card. Students should join as a reciprocal borrower should they meet the requirements detailed below.

Reciprocal Borrowers

Visitors and non-residents who are current members of their local public library may join as a reciprocal borrower. This type of membership is free, however a current membership card from their home library is required, and staff are required to contact the home library to check that the membership is still valid.

Organisations

Local organisations (eg. pre-schools) can join the Library, however written approval from the organisation's director on letterhead is required, nominating who the card holder will be. The card holder must also produce current identification.

Visitors & Non-Residents (who are not members of their local public library)

Visitors to the City and all those who do not fit into the above categories may also join. A refundable deposit is required for membership to this category. Current identification must also be produced.

Accepted Forms of Identification for Proof of Residence

- Drivers licence
- Health care concession card
- Lease agreement
- Council rates notice
- Electoral enrolment card
- Utility account notice (eg. Telstra, Optus, Country Energy) along with a credit card or Medicare card

2. Definitions

Here is the meaning of some terms used in the Guidelines:

LOCAL PUBLIC LIBRARY Does not include overseas institutions.

3. Objectives

The objective of Council's Library Membership Policy is to:

- Detail the membership options available to library users.
- Specify the accepted forms of identification used as proof of residence.

4. Policy Statement

Council's Library Membership Policy is underpinned by the following principles:

4.1 Access

- Public access to information about Library Membership will be through Council's website. Hard copy information will also be available from Council's libraries.
- Reasonable access assistance will be available to persons with special needs

4.2 Responsiveness and Accountability

Library staff will implement and monitor this policy.

4.3 Privacy and Confidentiality

The principles of Council's Privacy Management Plan will be applied.

4.4 Integrity, Dignity and Respect

- Council treats all persons with courtesy and respect.
- Council will not tolerate rude or aggressive behaviour towards Council officials. In such circumstances, Council officials are entitled to terminate phone calls or meetings as appropriate. Wherever possible, Council officials will provide the person with initial warning that their conduct is inappropriate and that the meeting or conversation will be terminated.
- Council officials will demonstrate fair and consistent decision-making.