



Library Membership

This policy details conditions of membership and eligibility criteria for joining Cassowary Coast Libraries to ensure equitable access to services and facilities for the use and enjoyment by the whole community.

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| Relevant legislation | N/A | |
| References and resources | State Library of Queensland | |

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|----------------------|----------------------------------------|-------------------------|
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| 1 | November 2019 | Senior Librarian | Added behaviour in library conditions |
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LIBRARY MEMBERSHIP POLICY

1. Purpose

It is the role of Cassowary Coast Libraries to provide its community with access to a quality library service. This policy details conditions of membership and eligibility criteria for joining Cassowary Coast Libraries to ensure equitable access to services and facilities for the use and enjoyment of the whole community.

2. Scope

This policy applies to all branches and sections of Cassowary Coast Libraries. This policy applies to all individuals and organisations wishing to be members of Cassowary Coast Libraries.

3. Procedure

3.1 Release

Through Membership users release and discharge the Cassowary Coast Regional Council and staff from any liability which might arise from the use of the service including liability in relation to defamatory or offensive material, or any breach of copyright which may occur as a result of use.

3.2 Membership Categories

Membership categories include:

3.2.1 Adult Membership - 18 yrs +

- Requires member's signature on card
- In the case where the person does not have legal capacity, membership is guaranteed by a person over 18 with legal capacity.

3.2.2 Junior Membership - 0-17 yrs

- Requires parent/caregiver signature on card
- Consideration will be given to minors who are living independently and who are under 18 yrs of age

3.2.3 Organisation Membership

- Incorporated or unincorporated associations, companies, institutions, services, libraries, Council or government departments, schools, kindergartens, etc.
- Requires signature of Principal, Senior Staff, CEO or other signatory with the delegated authority to sign.

3.2.4 Visitors Membership

- For a person or organisation ineligible for the above memberships.
- Alternate lending rights apply

3.2.5 Online Membership

- For a person or organisation accessing only online services.
- No lending rights for physical items.

3.3 Conditions of Membership

- 3.3.1 Any permanent resident of Queensland, Cassowary Coast Regional Council ratepayer or organisation may apply for free membership. Temporary residents or visitors may apply for visitor memberships. Any person or organisation may apply for visitor membership.
- 3.3.2 The personal details provided for the membership must be true and correct to the best of the applicant's knowledge at the time of signing.
- 3.3.3 Upon becoming a member the applicant agrees to the following:
- To advise Cassowary Coast Libraries of changes to personal details.
 - To be responsible for all items issued to their membership card whether borrowed by them or by some other person, and to return these items in good condition.
 - To advise Cassowary Coast Libraries if their card is lost/stolen/missing, and acknowledge responsibility for items checked out prior to such notification.
 - To return all items by the due date. If items are not returned by the due date the member may be billed for the full replacement costs of the item/s and their membership will be suspended until the items are returned and/or fees are paid.
- 3.3.4 A membership suspension from any branch of the Cassowary Coast Libraries will constitute a suspension from all branches and may preclude the use of library facilities.
- 3.3.5 Items lost or damaged when on loan to a member are the responsibility of the member, in this circumstance the member will be charged the full replacement cost and any administrative charge imposed by the lending library.
- 3.3.6 Any audio-visual items (CDs, DVDs, etc.) are used at the member's own risk. Cassowary Coast Libraries are not responsible for any damage to computers or other equipment resulting from the use of these items.
- 3.3.7 Responsibility for the loans of minors rests with the parent/caregiver and is not the responsibility of library staff.
- 3.3.8 If the signatory for an organisation membership changes at any time, it is the responsibility of the organisation to notify Cassowary Coast Libraries immediately and provide revised details.
- 3.3.9 Members and non-members are able to access the Libraries free of entry charge.
- 3.3.10 Animals, other than approved assistance dogs for the visually and hearing impaired are not permitted in the Libraries.
- 3.3.11 Permanent residents of Queensland need to provide proof of name and current permanent residential address. Proof of age for adult membership may be requested in some cases.
- 3.3.12 Applicants for junior membership will need to be accompanied by an adult for the provision of proof of name and permanent residential address.

- 3.3.13 Organisations and businesses need to supply a letter on their official letterhead and signed by the manager, principal or similar person of authority, nominating a representative who will sign a membership card on behalf of the organisation.
- 3.3.14 Visitors or temporary residents are persons with no valid proof of address or those who have been residing in temporary accommodation, such as caravan parks or hostels, for less than six months will need to provide proof of name to apply for visitor membership.
- 3.3.15 All membership and borrower records held by the Libraries are confidential and are not available to anyone other than Staff for the purposes of normal maintenance of such records.

3.4 Membership Card

- 3.4.1 Upon joining, members will be issued with a membership card (this does not include online members). This card must be presented to enable members to borrow items, place holds on items and access other library services where required.
- 3.4.2 The membership card is supplied for the exclusive use of the member only and is not transferable to another person. The library accepts no responsibility for use of a membership card and members remain responsible for any loans or other services accessed using their cards.
- 3.4.3 Any loss or theft of a membership card must be reported immediately to prevent unauthorised use. Replacement cards are available from any of the branch libraries upon confirmation of identity. A fee is charged for lost, stolen or damaged cards.
- 3.4.4 The membership card is valid for a set period and library staff will advise the member when the card is due for renewal and ask for verification of member details and the payment of any outstanding fees attributable to the card.

3.5 Our Management of the Library

We will endeavor to make our libraries safe and enjoyable places. If you are in the library you can expect us to treat you with respect and in a friendly and helpful way.

3.5.1 Your Behaviour in the Library

- (a) When you are in the library or attending a library-organised event please ensure that you:
- respect the right of other library users to feel welcome and safe
 - treat other library users and staff with respect
 - treat library facilities, including library stock, materials and equipment with appropriate care.
- (b) In your interests and for the benefit of other users and library staff, when you are at a library or attending a library-organised event, you must not:
- threaten any library user or staff member
 - deliberately cause offence to any other person

- be unruly, disruptive or abusive to any person
 - drink alcohol, consume illegal drugs or be apparently affected by alcohol or drugs
 - cause excessive noise which impacts upon any other person's enjoyment of the library
 - disobey the reasonable instruction of any library staff member
 - take or damage anything belonging to the library or to any other library user
 - interfere with the configuration of library PCs or devices
 - bring any animal other than an approved assistance dog necessary for a person with a disability, unless you have specific permission from a library staff member.
- (c) If you are behaving in an unacceptable manner we may give you a warning or we may evict you from our libraries for the day. If your unacceptable behaviour is particularly serious, Council may suspend you from entering the library for a period of time or permanently.
- (d) Unacceptable behaviour will be assessed according to the risk matrix in Appendix I of this policy. Action taken by Council will be aligned with this matrix.
- (e) Persons suspended from the libraries will be notified in writing if a mailing address is known.
- (f) Where necessary, Police will be called to provide assistance to staff who are dealing with particularly serious behaviour.
- (g) If you do not act responsibly when using our libraries and when dealing with library staff and other library users, we may cancel your membership and may refuse to accept you as a member.
- (h) CCTV cameras are located throughout our libraries and your behaviour is being recorded.

APPENDIX I

Risk assessment to determine whether a person’s continued presence in the library poses an unacceptable level of risk to the safety or wellbeing of library patrons and staff or is likely to adversely affect the good order and management of the library.

| Likelihood | Level 1 <i>Rate</i> | Level 2 <i>Unlikely</i> | Level 3 <i>Possible</i> | Level 4 <i>Likely</i> | Level 5 <i>Most certain</i> |
|-------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------|------------------------------------------------|--------------------------|--------------------------------|
| How likely is it that the behaviour that led to the incident may occur again? | <i>May occur in exceptional circumstances</i> | <i>Unlikely to occur in any circumstances</i> | <i>Possible to occur in some circumstances</i> | <i>Likely to occur</i> | <i>Almost certain to occur</i> |

| Impact | Level 1 <i>Negligible</i> | Level 2 <i>Minor</i> | Level 3 <i>Moderate</i> | Level 4 <i>Major</i> | Level 5 <i>Critical</i> |
|----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| If the behaviour occurred, what would the impact be on library patrons and staff | <i>Negligible detrimental effect on library patrons and staff or environment</i> | <i>A minor detrimental effect on the safety or wellbeing of others and/or library environment</i> | <i>A moderate detrimental effect on the safety or wellbeing of others and/or library environment</i> | <i>A major detrimental effect on the safety or wellbeing of others and/or library environment</i> | <i>A critical detrimental effect on the safety or wellbeing of others</i> |

| LIKELIHOOD | IMPACT | | | | | Risk Rating Score | |
|------------------------------|-----------------------|------------------|---------------------|------------------|---------------------|--------------------------------------------------|---------------------------------------|
| | Level 1 NEGLIGIBLE | Level 2 MINOR | Level 3 MODERATE | Level 4 MAJOR | Level 5 CRITICAL | Impact score <input type="text"/> | Likelihood Score <input type="text"/> |
| Level 5 ALMOST CERTAIN | Low (5) | Medium (10) | High (15) | High (20) | High (25) | Overall risk Rating = Impact x Likelihood | |
| Level 4 LIKELY | Low (4) | Medium (8) | Medium (12) | High (16) | High (20) | Low (1-5) | <input type="text"/> |
| Level 3 POSSIBLE | Low (3) | Medium (6) | Medium (9) | Medium (12) | High (15) | Medium Risk (6-12) | <input type="text"/> |
| Level 2 UNLIKELY | Low (2) | Low (4) | Medium (6) | Medium (8) | Medium (10) | High Risk (15-25) | <input type="text"/> |
| Level 1 RARE | Low (1) | Low (2) | Low (3) | Medium (4) | Medium (5) | | |