

## RIVERINA REGIONAL LIBRARY MEMBERSHIP POLICY

<b>POLICY REFERENCE NUMBER:</b>		<b>POL/RRL 007</b>	
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1	January 2010	February 2011	November 2010
2	January 2014	May 2014	March 2014
3	January 2018	June 2018	March 2018
This document is to be reviewed annually.			
<b>RESPONSIBLE DIRECTOR</b>		Robert Knight, Director RRL	

### 1. INTRODUCTION

The Riverina Regional Library (RRL) is committed to providing the public with opportunities to satisfy both their recreation and information needs in safe and welcoming environments.

#### 1.1 Policy Objectives

The purpose of this policy is to outline the conditions of membership of Riverina Regional Library.

#### 1.2 Scope of Policy

This policy applies at all RRL branch libraries.

#### 1.3 Definitions

Riverina Regional Library branch libraries include:

Adelong, Batlow, Bland, Coolamon, Cootamundra, Corowa, Culcairn, Gundagai, Henty, Holbrook, Howlong, Jindera, Junee, Mulwala, Talbingo, Temora, Tumbarumba, Tumut, Wagga Wagga and RRL Mobile Library.

Member councils are councils that are signatories to the RRL Deed of Agreement.

“Internet” refers to public access computers and public access Wi-Fi in branch libraries.

## 1.4 Legislative Context

RRL operates under the [Library Act 1939](#) and the [Library Regulation 2018](#).

## 1.5 Related Documents

RRL Customer Service Charter and Customer Code of Conduct

For detailed information related to copyright see [Copyright Act 1968](#).

## 1.6 Responsibilities

RRL staff and branch library staff are responsible for abiding by the intent of this policy. The RRL Membership Policy is available to the public via the [RRL website](#).

## 1.7 Reporting Requirements

This policy will be reviewed annually in line with item RRL2.2.4 – Shape the Future of the RRL Integrated Planning Strategy 2018-2022 with a full policy review undertaken every four years in line with Local Government procedures. Progress of policies will be reported biannually.

## 1.8 Approval Arrangements

Approval arrangements will be undertaken through the RRL Advisory Committee approval process.

## 1.9 Review procedures

This policy will be reviewed annually in line with item RRL2.2.4 – Shape the Future of the RRL Integrated Planning Strategy 2018-2022.

# 2. POLICY CONTENT

## 2.1 General Principles of the Riverina Regional Library Membership Policy

The Riverina Regional Library offers membership in a number of categories to suit most patrons. Registration options

- **Adult Membership** – current residents and ratepayers from participating Local Government Areas are able to join free of charge. Identification with current

address is required to obtain library membership. Please see the list of [current RRL Member Council Local Government Areas](#) and [accepted forms of identification](#).

- **Independent Junior Membership** – applies to Juniors (under 18 years of age) who live independently of a parent or legal guardian and can prove such with an accepted form of identification. This membership type will be given the same Membership Category and borrowing privileges as an adult membership.
- **Junior Membership** – applies to those under 18 years of age who are a dependent. A Junior Membership allows the minor to access the non-restricted collection items as well as use the internet whilst in the branch libraries. Junior Membership requires the parent or guardian's signed permission on the membership form. **A guarantor** is required at the time of joining – guarantors will need to provide an acceptable form of identification.
- **Junior Borrowing Only Membership** – applies to those under 18 years of age who are a dependent. A Junior Membership allows the minor to access the non-restricted collection items but **does not** provide permission for the minor to use the internet within the branch libraries. **A guarantor** is required at the time of joining – guarantors will need to provide an acceptable form of identification.
- **Organisation Membership** – applies to local organisations wishing to borrow on behalf of a registered group of people e.g. nursing homes, playgroups etc. Application for an Organisation Membership to RRL requires a membership form with an acceptable guarantor nominated - guarantors will need to provide an acceptable form of identification.
- **RRL Bookclub Membership** – applies to groups of up to ten persons wishing to create a RRL Bookclub. Bookclubs must provide a guarantor for the membership - guarantors will need to provide an acceptable form of identification. Fees apply – please see RRL Fees and Charges Schedule and RRL Book Club Policy for more information.
- **Visitors & Non-Residents** – applies to patrons who do not have a current membership to a NSW Public Library and are not current residents or ratepayers of [RRL Member Council Local Government Areas](#). Special Non-Resident Membership is available to residents of Wahgunyah and Yarrowonga (restricted free and full fee paying) and other non-residents (full fee paying). Please see RRL Fees and Charges Schedule for more information.
- **Reciprocal membership** – applies to patrons who have a current membership with another NSW public library and are not current ratepayers or residents of the RRL service area. Reciprocal membership refers to a membership applied in one NSW public library (host library) on the provision of a current membership with another NSW public library (home library). The customer seeking membership of the host library must already maintain a current membership with another participating public library within NSW with the understanding that the home membership is not affected in any way with overdue items or a banned status. See RRL Reciprocal Membership Policy.

## **Online Membership Registration**

Riverina Regional Library (RRL) offers online membership registration to residents of its member Council areas. Online membership registrations are temporary and must be validated within 30 days by presentation of an acceptable form of identification (see Section 2.2) by visiting a branch library or submitting scanned copies electronically if unable to attend a branch library.

Borrowing of physical library items and eResources is NOT permitted until an online membership has been validated at a branch library.

Online member registration is NOT available to non-residents of RRL member Council areas. Non-residents, visitors and those eligible for “reciprocal” membership must attend an RRL branch library in person to register as a member. Fees may apply - please see RRL Fees and Charges Schedule for more information.

## **Membership Re-registration and Expiry**

RRL requires members to “re-register” periodically. For the majority of member categories this occurs every 365 days. Members are NOT required to take out a new membership for re-registration but to verify that their existing details are correct. Members with an email address will be sent a courtesy reminder 10 days prior to re-registration being required. Re-registration can be undertaken online or by visiting a branch library.

If a membership has been inactive for a period of 3 years, it will be deemed to have “expired” and will be removed from RRL’s membership database with the exception of memberships that have outstanding fees or charges.

## **2.2 Accepted Forms of Identification for Proof of Residence**

- Driver’s Licence/NSW Photo Card
- Lease Agreement/Rental Receipt
- Utilities Account (Gas, Electricity, Water)
- Rates Notice

Other forms of identification are acceptable with a corresponding document showing current residential address:

- Social Security Card/Pension Card
- Health Care Card (Social Security)
- Transport Card
- Student Card (CSU, TAFE, School)
- Defence Personnel Card.

## 2.3 Service Statement

RRL and its associated branch libraries are dedicated to providing relevant, current and accessible information, resources and collections for our constituents as well as providing safe, inclusive and welcoming public spaces. Where possible, RRL customers can expect:

- Prompt, courteous and accurate service
- Clear and accurate information about library policies
- Libraries to be open in accordance with advertised opening hours
- Staff with professional expertise and knowledge
- Access to a wide range of library and information services
- Free and equal access to resources and services to all individuals and groups within the community, in accordance with the *NSW Library Act 1939*
- Access to online library services and internet facilities
- Confidentiality in accordance with the *Privacy Act 1998*.

## Amendments

Amendments to this policy in relation to operational matters may be made with the approval of the Executive Director, RRL.

## 3. References

New South Wales Government Legislation, [Library Act 1939](#)

New South Wales Government Legislation, [Library Regulation 2018](#)

New South Wales Government Legislation, [Children and Young Persons \(Care and Protection\) Act 1998](#)

State Library of NSW, [Legislation and Policies](#)