

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 clearly outline responsibilities for visitor library members in relation to access and use of collections and resources held by 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, Barooga, Batlow, Berrigan, Bland, Coolamon, Cootamundra, Corowa, Culcairn, Finley, Gundagai, Henty, Holbrook, Howlong, Jindera, Junee, Leeton, Mulwala, Temora, Tocumwal, Tumbarumba, Tumut, and the Mobile Library.

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

Visitor: A visitor is deemed such in relation to the library if they are not a permanent resident or ratepayer of the above-mentioned Local Government Areas and are not eligible for reciprocal membership by way of current membership to another NSW public library. Please see [2.1 General Principles of the Riverina Regional Library Visitor Policy](#) below for more details regarding conditions. A non-refundable fee is required for membership to this category. Current identification must also be produced.

1.4 Legislative Context

RRL operates under the [Library Act 1939](#), [Library Regulation 2018](#), and [Privacy and Personal Information Protection Act 1998](#).

1.5 Related Documents

RRL Customer Service Charter and Customer Code of Conduct
RRL Fees and Charges Schedule
RRL Customer Lending Policy
RRL Customer Exclusion Policy
RRL Internet Usage Policy

1.6 Responsibilities

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

1.7 Reporting and Revision Requirements

This policy will be reviewed annually in line with objectives in the RRL Strategic Plan.

Progress of policy reviews will be reported biannually.

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

2. POLICY CONTENT

2.1 General Principles of the Riverina Regional Library Visitor Policy

- A visitor who wishes to apply for membership to the library is required to pay a non-refundable fee.
- The schedule of RRL Fees & Charges is available online on the RRL website.
- Membership is valid for a 12-month period.
- Special Non-resident membership is available to residents of certain localities – see RRL Library Membership Policy and RRL Fees and Charges schedule for further information.
- Visitor members are bound by the RRL Customer Lending Policy with the exception of borrowing limits.
- A visitor member is restricted to borrowing 4 items at any one time.
- A visitor member is restricted to 4 reservations at any one time.
- A visitor member does not have access to eResources.
- Item loan period is 28 days and 14 days renewal.

2.2 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 [Library Act 1939](#).
- Access to online library services and internet facilities.
- Confidentiality in accordance with the [Privacy and Personal Information Protection Act 1998](#).

2.3 Amendments

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

3. REFERENCES

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

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

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

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Revision number	Issue Date	Executive Council Resolution	RRL Advisory Committee Meeting Date
1	November 2010	February 2011	November 2010
2	January 2014	May 2014	March 2014
3	January 2018	June 2018	March 2018
4	July 2024	June 2024	March 2024
This document is to be reviewed annually.			