

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, 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.

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

A **guarantor** is an adult responsible for repaying fees that are owed if the borrower doesn't provide payment.

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 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 Membership Policy

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

Registration options include:

- **Adult Membership** – current residents and ratepayers from participating Local Government Areas (LGA) are able to join free of charge. Identification with current address is required to obtain library membership. Please see the Deed of Agreement 2022-2026 for current member Councils and accepted forms of identification detailed below.
- **Adult '8 week loan' Membership** – applies to members of the Mobile Library who attend service points that are visited once per the four-week schedule. Only loans borrowed on the Mobile Library have an 8-week loan period.
- **Book Club Membership** – applies to groups of up to ten persons wishing to create a RRL Book Club. Book clubs 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.
- **Home Library Membership** – applies to members who receive deliveries at home. Availability is subject to individual RRL branch libraries and member Council policies.
- **Hospital and Nursing Membership** – applies to local organisations wishing to borrow on behalf of a registered hospital or nursing home. 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.
- **Institution Membership** – applies to local organisations wishing to borrow on behalf of a registered group of people other than a hospital or nursing home e.g., school, playgroups, hostels 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.
- **Junior Membership** – applies to residents 12 years of age or younger who are a dependent. Junior Membership requires the parent or guardian's (guarantor) signed permission on the membership form. The guarantor can opt to restrict use of public access PCs during or after registration. Guarantors will need to provide an acceptable form of identification.
- **Non-Resident Cross Border Membership** – specific to the Federation and Berrigan councils for residents living on the Victoria side of the border in Wahgunyah, Yarrawonga and Cobram. Identification with current address is required to obtain library membership. Fees can apply – please see RRL Fees and Charges Schedule.
- **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). See RRL Reciprocal Membership Policy.
- **Visitor Membership** – 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. Membership is valid for 12 months. A Visitor is restricted to

borrowing 4 items at any one time, and access to eResources is not available. Please see RRL Fees and Charges Schedule for more information.

- **Youth Membership** – applies to residents 13 – 17 years old who are a dependent. Youth Membership requires the parent or guardian’s (guarantor) signed permission on the membership form. The guarantor can opt to restrict use of public access PCs during or after registration. Guarantors will need to provide an acceptable form of identification.

Online Membership Registration

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 renew their registration periodically. For most 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 14 days prior to the expiry of their current membership. 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 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 is dedicated to providing relevant, current and accessible information, resources and collections for our constituents as well as providing safe, welcoming and accessible facilities. 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](#).

2.4 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](#)

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

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

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3	January 2018	June 2018	March 2018
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This document is to be reviewed annually.			