

1. INTRODUCTION

The Riverina Regional Library (RRL) is a signatory to the NSW Reciprocal Membership Agreement (RMA) between NSW public libraries. The RMA is enabled by the Library Regulation 2018, and participation by NSW public libraries is voluntary. In the interests of balancing its commitment to constituents of RRL member Councils, which are the first priority of RRL, against providing members of other NSW libraries with access to RRL resources, limitations are placed on reciprocal members (in accordance with s10A of the Library Act 1939, which enables a local authority to place restrictions or conditions on the use of resources).

1.1 Policy Objectives

The purpose of this policy is to clearly outline the process and limitations of reciprocal membership offered by RRL.

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, Tocomwal, Tumbarumba, Tumut, and the Mobile Library.

Reciprocal membership refers to a membership applied in one NSW public library (host library) subject to 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.

Home Library is the library in which membership is held because the member is a ratepayer, resident, or attends an educational institution or works in the area.

Host Library is any other NSW public library.

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 Exclusion Policy
RRL Customer Lending Policy

1.6 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.

1.7 Responsibilities

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

2. POLICY CONTENT

2.1 General Principles of Reciprocal Membership to RRL

- Reciprocal membership is available to residents of NSW who are current members of a public library in NSW other than a RRL branch library.
- An applicant who wishes to become a reciprocal member of RRL **must be a current member of another public library within NSW and not be banned or have outstanding overdue items at the time of application.**
- The applicant for reciprocal membership must be willing to complete a RRL Application for Membership form along with a Privacy Statement for Application of Reciprocal Membership to Riverina Regional Library.
- Acceptance of conditions to the Privacy Statement for application of reciprocal membership to Riverina Regional Library allows library staff to contact the applicant's home library to ascertain the borrowing status of the applicant if necessary.
- The library membership card number from the home library is required on application along with another form of suitable identification such as a current driver's licence.
- Intending reciprocal members must present in person at the host library. Reciprocal membership is not available via online registration, and membership cards will not be mailed to reciprocal members.
- Reciprocal members are provided with access to RRL hard copy collections only. Access to electronic resources is not available to reciprocal members.
- Reciprocal members are bound by the RRL Customer Lending Policy with the exception of borrowing limits. A reciprocal member is restricted to borrowing 4 items at any one time and is not entitled to reserve items from RRL branch libraries.
- RRL reserves the right under the Library Regulation 2018 to make determinations regarding reciprocal membership.
- The host library will, in the case of overdue, lost, or damaged library material initiate normal recovery procedures. However, if the materials are not returned within two months the home library is to be notified and asked to assist with recovery.
- In the event of non-recovery of the materials the host and home libraries agree to negotiate the amount and method of compensation.

2.2 Process for reciprocal membership applications

2.2.1 Privacy statements

The RRL Branch Library (host library) will need to provide the applicant with a privacy statement for application of reciprocal membership to Riverina Regional Library. The reciprocal library (home library) also requires the applicant's authorisation to collect their personal information from their home library for the purpose of creating a reciprocal membership.

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, [Privacy and Personal Information Protection Act 1998](#)

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

Original publication date: November 2010			
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.			