

Libraries Fees and Payment of Charges

Date first adopted: 2 September 2002	Version: 2	Status: Reviewed
Amended and adopted: 26 November 2013 26 September 2017	Next review date: September 2022	
Position Title of Responsible Business Unit Manager:	Manager Libraries, Arts and Culture	

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1. TITLE

Libraries Fees and Payment of Charges

2. OBJECTIVE

To define:

- the circumstances in which Glen Eira Libraries attracts fees and charges; and
- members' obligations in regard to the payment of fees and charges.

3. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
N/a	

4. POLICY

- 4.1 Whilst membership of Glen Eira Libraries is free of charge, some services may attract fees and charges which will be determined as part of Council's annual budget process.
- 4.2 Some charges may be set in accordance with the cost of securing the service, as in the case of programs and events such as workshops, holiday programs and interlibrary loans.
- 4.3 Members or guarantors of members or persons nominated by companies/organisations are responsible for every item borrowed on their membership card and undertake to pay the value and any associated processing costs of library materials lost or damaged whilst in their care.
- 4.4 Members with charges recorded on their membership card may continue to use Libraries services in accordance with the Library Membership Conditions.
- 4.5 Members with charges recorded on their membership card who express difficulty with payment should consult with Glen Eira Libraries staff member who may arrange that partial payment of an agreed amount will be made on each visit and establish an agreed date by which the total charges will be paid.
- 4.6 Members with charges recorded on their membership card who believe they should not have incurred the charges should bring this to the attention of Glen Eira Libraries staff. The Manager, Branch Leader or other senior member of staff may waive charges, if in their opinion, circumstances beyond the member's control resulted in charges being incurred. Members may be asked to put their request in writing to the Manager Libraries, Arts and Culture.

- 4.7 Notification of overdue loans is provided as a courtesy reminder. Charges apply regardless of whether notification is received.
- 4.8 Members who fail to return borrowed items in accordance with Membership Conditions may incur a penalty under clause 421 of Council's *Local Law 2009* in addition to any fees or fines imposed for overdue material.

5. HUMAN RIGHTS CHARTER COMPATIBILITY

This Policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006*.

6. ASSOCIATED DOCUMENTS

Conditions of Use: Internet Access and Computer Use
Council's Local Law 2009
Eligibility for Home Library Service Policy
Eligibility for Membership and Use of Libraries Policy Library
Membership Conditions
Libraries PC and Internet Access and Use
Policy Privacy Policy

7. REFERENCES/RESOURCES

Charter of Human Rights and Responsibilities Act 2006 (Vic) *Privacy and Data Protection Act 2014 (Vic)*