

Glen Eira Libraries

Fees and charges

Effective 1 July 2019 to 30 June 2020.
All prices are GST inclusive.



Library fees and charges

Overdue material (GST does not apply to overdue material)	25 cents per item per day up to a maximum of \$10 per item
Library bags	\$2
Reservations and requests for purchase (excludes children's and young adult items)	\$1
Interlibrary loan	\$5 service fee plus any costs if charged by the lending library
Holiday programs/special events	Charge varies according to program/event: \$6-\$20

Computers and information technology

Personal computers — printing per page	20 cents \$1 colour
Photocopies per page	20 cents \$1 colour
Sale of USB memory sticks	\$10

Lost or damaged items and materials

Barcodes	\$1
Books, CDs, console games, DVDs, kits, talking books	List price plus \$12 processing charge
Magazines	List price plus \$3.50 processing charge
Console games and DVD cases	\$2
Jacketing	\$3
Kit cases	\$6
Membership cards	\$4
Talking book cases	\$6
Talking book CDs	\$12 per CD



Library membership conditions

Members agree to comply with the following conditions of use.

There are three categories of library membership:

1. **Victorian residents:** receive full membership with all borrowing rights and library PC use. Victorian residents must provide either a current drivers' licence/learners' permit or two separate forms of identification, which show the same residential address as used in the membership application, as follows:

- a) proof of identity; and
- b) proof of residential address in Victoria.

Child/under 18 years: parents or guardians must provide their forms of identification when applying for a child's membership.

2. **Interstate/overseas visitors:** receive membership with limited borrowing (two items, except for games) and library PC use. Valid for 12 months. Interstate/overseas visitors must provide proof of identity (with or without a residential address).

3. **Guest membership:** use of library PC (as available). Identification not required. Valid for one day.

Accepted forms of 'proof of identity' are: passport; birth certificate or extract; student card; Medicare card; healthcare card; pensioner card; or working with children card. Accepted forms of 'proof of residential address in Victoria are: utilities bill (hard copy or online); council rates notice; or bank statement.

- Members are responsible for every item borrowed on their membership card. Parents or guardians of applicants under 18 years agree to accept responsibility for any material borrowed on the membership.
- It is the responsibility of parents or guardians to make a final decision on what is suitable reading and viewing for the individual child or young adult.
- Members may borrow library materials and use public access computers and the wireless network in the libraries, subject to compliance with Council policies and the local law.
- Members must present their membership card each time when borrowing items.
- Members will notify the library of change of address or loss of card.
- Members and guarantors undertake to pay the value and associated processing costs of any library materials lost or damaged whilst in their care.
- Library items may be borrowed from and returned to any Glen Eira Libraries branch. After hours chutes are available at all branches.
- Library materials may be renewed twice, by phone and in person at any branch up to three days after the due date, unless someone else has reserved them. Online renewals are available on or before the due date.
- The renewal period commences from the due date, not from the date of renewal.
- Library materials which are more than three days overdue, may not be renewed and must be returned before further borrowing, use of PCs and the wireless network, borrowing and renewal of loans, placement of reservations, suggestions, and interlibrary loan requests.
- If library items are returned more than three days after the due date, overdue charges apply from the due date.
- Notification of overdue items is sent by telephone, mail or email as a courtesy reminder only. Charges apply whether a reminder was received or not.
- Members with charges on their membership card may continue to use library services (including use of PCs and the wireless network, borrowing and renewal of loans, placement of reservations, suggestions, and interlibrary loan requests) if the charges total \$10 or less with payment to be made on the next visit to a library. If charges exceed \$10 at least the amount in excess of \$10 is required to be paid before continued use of services.
- Glen Eira Libraries endeavours to keep audiovisual items in good condition. We accept no responsibility for damage to library members' equipment when using library console games, talking books or DVDs.
- Members may be contacted regarding Council activities and for community consultation.
- Membership details are confidential.

Information privacy

The personal information requested is required primarily for the provision of library service and will only be shared with those directly responsible for providing that service. If you do not provide the information, we may not be able to deliver the service. If you would like to know more about privacy at Glen Eira City Council, including your right to seek access to any information collected on this form, please contact Council's privacy officer on 9524 3333.