

# Library membership categories



There are four categories of library membership:

1. **Digital only membership:** valid for three years. Use of e-books, e-audiobooks and other online collections only. Victorian residents may upgrade to full membership at any library. Child/under 18 years: parents/guardians must give their consent by completing the guarantor section of the online application when applying for a child's membership.

2. **Victorian residents:** valid for three years. Receive full membership with all borrowing rights and library PC use. You must provide a current drivers' licence, learners' permit, boat licence, Proof of Age Card or Keypass in hard copy or Digital Id version or two separate forms of identification, as follows:

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

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

Accepted forms of 'proof of identity' are:

- Passport.
- Birth certificate or extract.
- Student card.
- Medicare card.
- Healthcare card.
- Pensioner card.
- Working with children card.

Accepted forms of 'proof of residential address' are:

- Utilities bill (either hard copy or online).
- Council rates notice.
- Bank statement.

*(all must show the same residential address that you use in your membership application).*

3. **Interstate/overseas visitors:** valid for one year. Limited borrowing (two items, except for games) and library PC use. Interstate/overseas visitors must provide proof of identity (with or without a residential address).

4. **Guest membership:** valid for one day. Use of library PC (as available) only. Identification not required.



# Library membership conditions



Members agree to comply with the following conditions of use:

1. Members are responsible for every item borrowed on their card. Parents/guardians of applicants under 18 years agree to accept responsibility for any material borrowed on the card.
2. It is the responsibility of parents/guardians to make a final decision on what is suitable reading and viewing for the individual child or young adult. Please note: it is possible for all library members, regardless of age, to access adult content through our online books, films and other collections.
3. Members may borrow library materials and use public computers in the libraries, in compliance with Council policies and the local law.
4. Members must present their membership card (or digital version) when borrowing items.
5. Members will notify the library of change of address or loss of card.
6. Members and guarantors will pay the value and processing costs of library materials lost or damaged while borrowed on their card.
7. Library materials are considered lost if not returned within 3 months of the due date
8. Payments for lost and damaged item charges are not refundable.
9. Members may borrow up to 40 items at a time (limit of 2 console games per card). The loan period for all items is 3 weeks.
10. Library items may be borrowed from and returned to any Glen Eira Libraries branch. Returns chutes are available 24 hours per day at all branches.
11. Library materials may be renewed twice, by phone or 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.
12. The renewal period starts from the due date, not from the date of renewal.
13. Borrowing privileges are suspended until overdue items are returned or, where possible, renewed.
14. Notification of overdue items is sent by telephone, mail or email as a courtesy reminder only. Lost item charges apply whether a reminder was received or not.
15. Members with charges of \$10 or less on their membership card may continue to use library services with payment to be made on the next visit to a library. If charges exceed \$10 at least the amount in excess of \$10 must be paid before continued use of services.
16. Glen Eira Libraries aims 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.
17. Members may be contacted regarding Council activities and for community consultation.
18. Membership details are confidential.

## Privacy Statement

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.