

## Policy 2.0

<b>Policy title:</b>	Library Membership
<b>Policy number:</b>	2.0
<b>Objective:</b>	This policy sets out membership eligibility, identification requirements, library access level, and loan periods for Richmond Tweed Regional Library.
<b>Link to Strategic Plan:</b>	RTRL Strategic Plan
Policy created: 2/07/2024	Committee reviewed: 13/11/2024
<b>Last reviewed by staff:</b> 2/07/2024	<b>TRIM Ref:</b>

### Library Membership

Richmond Tweed Regional Library (RTRL) offers a number of different membership options dependent on eligibility and identification requirements able to be met as set out in the following tables. Free membership is available to ratepayers and residents of RTRL Member Council areas as per the *Library Act 1939*.

Library membership may be cancelled if library policies and procedures are not followed.

All Library users, regardless of whether they are library members, may:

- use library spaces and resources within the library
- Access Free Wifi on their device
- Print from USB (PDF files), photocopying. Charges and limits apply.
- scan to email/USB
- Attend/participate in library programs & events
- Use the Library PCs. Charges may apply
- Buy items from Library Sale Tables where provided

The library does not charge overdue fees. Items that are lost or damaged will be invoiced at replacement cost of the item plus processing fee as set out in the RTRL Fees and Charges.

If you wish to join the library, you will need to satisfy one of the RTRL Membership eligibility requirements and provide the appropriate identification. Membership is free unless otherwise stated.

Membership Type	Eligibility	Identification required	Access Level	Restrictions	Membership Categories
<b>Full Membership</b>	Local resident	<ul style="list-style-type: none"> <li>• ID as per Table 1</li> <li><b>OR</b></li> <li>• Guarantor who is full member for 12 months or able to show ID as per Table 1 can sign and be responsible for all items loaned on guarantees card.</li> </ul>	<ul style="list-style-type: none"> <li>• Loan 20 items</li> <li>• Interlibrary loans allowed</li> <li>• Loan period 3 weeks (except Quick Reads which are 1 week &amp; Popular Picks which are 2 weeks)</li> <li>• 2 Renewals allowed for items not on reserve (auto renewed if no reservations)</li> <li>• Free access to Library computers</li> </ul>		<ul style="list-style-type: none"> <li>• Adult</li> <li>• Young Adult</li> <li>• Children</li> <li>• Senior</li> </ul>

<p><b>Reciprocal Membership</b></p>	<p>Members of:          – Richmond-Upper Clarence Regional Library;          – Gold Coast Public Libraries;          – Clarence Regional Library;          – Tenterfield Public Library.</p>	<ul style="list-style-type: none"> <li>• Membership card for library service listed</li> <li>• ID from Table 1 &amp; photo ID</li> <li>• Full Reciprocal Member may guarantor for Reciprocal Resident Young Adult/Children memberships</li> </ul>	<ul style="list-style-type: none"> <li>• Loan 20 items</li> <li>• Loan period 3 weeks except Quick Reads which are 1 week &amp; Popular Picks which are 2 weeks</li> <li>• 2 Renewals allowed for items not on reserve</li> <li>• Free access to Library computers</li> </ul>	<ul style="list-style-type: none"> <li>• Interlibrary Loans not allowed</li> </ul>	<ul style="list-style-type: none"> <li>• Reciprocal Resident Adult</li> <li>• Reciprocal Resident Young Adult</li> <li>• Reciprocal Resident Senior</li> <li>• Reciprocal Resident Children</li> </ul>
<p><b>Provisional Membership</b></p>	<ul style="list-style-type: none"> <li>• Local resident who can provide a local address but unable to provide ID as per Table 1.</li> </ul>	<ul style="list-style-type: none"> <li>• as per Table 2</li> </ul>	<ul style="list-style-type: none"> <li>• Loan 4 items</li> <li>• PC use</li> <li>• Loan period 3 weeks except Quick Reads which are 1 week &amp; Popular Picks which are 2 weeks</li> <li>• 2 Renewals allowed for items not on reserve</li> <li>• Free access to Library computers</li> </ul>	<ul style="list-style-type: none"> <li>• Interlibrary loans not allowed</li> </ul>	<ul style="list-style-type: none"> <li>• Provisional Can be updated to a full member after 12 months good borrowing record (no outstanding charges, no ban periods)</li> </ul>

<p><b>Australian Library Member</b></p>	<ul style="list-style-type: none"> <li>Members of Australian Libraries other than Reciprocal Membership Libraries.</li> </ul>	<ul style="list-style-type: none"> <li>Library membership card for location shown on ID</li> <li>ID as per Table 1 &amp; photo ID.</li> </ul>	<ul style="list-style-type: none"> <li>Loan 4 items</li> <li>Loan period 3 weeks except Quick Reads which are 1 week &amp; Popular Picks which are 2 weeks</li> <li>2 Renewals allowed for items not on reserve</li> </ul>	<ul style="list-style-type: none"> <li>Interlibrary Loans not allowed</li> <li>Library computer use charged at standard rates</li> </ul>	<ul style="list-style-type: none"> <li>Australian Library Member Membership expires after 90 days</li> </ul>
<p><b>Visitor Membership</b></p> <p>Non-refundable fee as per RTRL Fees and Charges</p>	<ul style="list-style-type: none"> <li>Not currently a member of another Australian Library or unable to show Home Library membership card</li> <li>Non-refundable fee as per RTRL Fees &amp; Charges for up to 12 month membership (no pro rata)</li> </ul>	<ul style="list-style-type: none"> <li>As per table 1.</li> <li>For <b>overseas visitor</b> an ID card/passport/international driver's licence and a local accommodation receipt must be produced</li> </ul>	<ul style="list-style-type: none"> <li>Loan 4 items</li> <li>Free access to Library computers &amp; Member WiFi</li> <li>Loan period 3 weeks except Quick Reads which are 1 week &amp; Popular Picks which are 2 weeks</li> <li>2 Renewals allowed for items not on reserve</li> </ul>	<ul style="list-style-type: none"> <li>Membership expires after 12 months</li> <li>Interlibrary Loans not allowed</li> </ul>	<ul style="list-style-type: none"> <li>Visitor</li> </ul>

<p><b>Restricted Membership</b></p>	<ul style="list-style-type: none"> <li>Local resident with no fixed address</li> </ul>	<ul style="list-style-type: none"> <li>As per Table 2</li> <li>Need to show ID to renew membership as per Table 2</li> </ul>	<ul style="list-style-type: none"> <li>Loan 1 item</li> <li>Free access to Library computers</li> <li>Loan period 3 weeks except Quick Reads which are 1 week &amp; Popular Picks which are 2 weeks</li> <li>2 Renewals allowed for items not on reserve</li> </ul>	<ul style="list-style-type: none"> <li>Membership expires after 90 days</li> </ul>	<ul style="list-style-type: none"> <li>NFA</li> </ul>
<p><b>Online Membership</b></p>	<ul style="list-style-type: none"> <li>Anyone aged over 13 years can join online to access the Online Library collections</li> </ul>	<p>No ID necessary Online form through RTRL website, Library App, or catalogue to be completed by patron</p> <ul style="list-style-type: none"> <li>Can be updated to physical collection borrowing privileges with the presentation of required identification documentation in branch</li> </ul>	<ul style="list-style-type: none"> <li>Loan limits and periods as allowed by online platforms (see RTRL <i>My Online Library</i> booklet or online for limits)</li> </ul>	<ul style="list-style-type: none"> <li>Over 13 years of age</li> <li>Expires after 6 months</li> </ul>	<ul style="list-style-type: none"> <li>Online Registration</li> </ul>
<p><b>Institutional Membership</b></p>	<ul style="list-style-type: none"> <li>an institutional membership for schools, pre-schools and kindergartens, aged care facilities, and other organisations</li> </ul>	<p>Institutional Membership Registration form to be completed Letter on organisation's letterhead signed by Director/ Principal detailing names of staff who will be borrowing for the institution.</p>	<ul style="list-style-type: none"> <li>Loan 100 items</li> <li>Loan period 4 weeks except Quick Reads which are 1 week &amp; Popular Picks which are 2 weeks</li> <li>2 Renewals allowed for items not on reserve</li> <li>No reservation fee</li> </ul>	<ul style="list-style-type: none"> <li>Lost/damaged items need to be paid for by Institution</li> <li>No Interlibrary loan</li> <li>No Library computer access</li> </ul>	<ul style="list-style-type: none"> <li>Institution</li> <li>Institution Housebound</li> <li>Institution Schools</li> </ul>

<p><b>Home Schooling</b></p>	<p>One Home School Membership available per household</p>	<ul style="list-style-type: none"> <li>• As per Full Membership <b>OR</b> Current Full Membership</li> </ul> <p>As well as</p> <ul style="list-style-type: none"> <li>• Current Home School Registration Certificate from NESAs (must also be shown to renew membership every 12 months)</li> <li>• Check residential address against LMS to ensure only one Home Schooling membership per household</li> </ul>	<ul style="list-style-type: none"> <li>• Loan 20 items</li> <li>• Free reservations for items for schooling purposes</li> <li>• Loan period 3 weeks except Quick Reads which are 1 week &amp; Popular Picks which are 2 weeks</li> <li>• 2 Renewals allowed for items not on reserve</li> </ul>	<ul style="list-style-type: none"> <li>• Membership expires every 12 months</li> </ul>	<ul style="list-style-type: none"> <li>• Institution: Home School</li> </ul>
<p><b>Book Club Coordinator</b></p>	<ul style="list-style-type: none"> <li>• Assigned by Library as coordinator</li> <li>• Annual fee payable by each Club member or per Book Club Set use as set out in RTRL Fees &amp; Charges</li> </ul>	<ul style="list-style-type: none"> <li>• Table 1 <b>OR</b></li> <li>• Current Full Membership <b>OR</b></li> <li>• Current Full Reciprocal Membership</li> </ul>	<ul style="list-style-type: none"> <li>• Borrow Book Club Sets</li> <li>• Loan period 6 Weeks</li> </ul>	<ul style="list-style-type: none"> <li>• No renewals available</li> <li>• No more than 3 Book Club Kit reservations at a time</li> <li>• No more than 2 Book Club Kits on loan at any one time</li> </ul>	<ul style="list-style-type: none"> <li>• Book Club Coordinator</li> </ul>

# Richmond Tweed Regional Library

Connect. Discover. Escape.

<p><b>Home Library</b></p>	<p>Available for people who may be unable or would find it difficult to visit the library to borrow for reasons of ill-health or disability</p> <ul style="list-style-type: none"> <li>• Only available in specified delivery areas.</li> <li>• Subject to capacity of library.</li> </ul>	<ul style="list-style-type: none"> <li>• As for Full Membership <b>OR</b></li> <li>• as part of Aged Care Facility</li> <li>• May be asked to provide a letter of capacity from care provider</li> </ul>	<ul style="list-style-type: none"> <li>• Loan 20 items</li> <li>• No reservation fee</li> <li>• Loan period 4 weeks</li> <li>• 2 Renewals allowed for items not on reserve</li> </ul>		<ul style="list-style-type: none"> <li>• Home Library Member</li> </ul>
<p><b>24/7</b></p>	<p>Available to school students with Library Awareness visit/session delivered by Library Staff</p>	<ul style="list-style-type: none"> <li>• 24/7 Membership form – school to arrange to be signed by parent/guardian</li> </ul>	<ul style="list-style-type: none"> <li>• Access to Online resources only</li> </ul>	<ul style="list-style-type: none"> <li>• No physical collection borrowing privileges</li> <li>• No in-library computer access</li> </ul>	<ul style="list-style-type: none"> <li>• 24/7</li> </ul>

<b>TABLE 1</b>		
<b>ID REQUIRED</b>	<b>CURRENT DETAILS TO BE SHOWN ON ID</b>	<b>MEMBERSHIP TYPE</b>
<p><b>1 Item from the following:</b></p> <ul style="list-style-type: none"> <li>• Rates notice (or other proof of ownership e.g. contract, title deed or solicitors letter)</li> <li>• <u>Current</u> Driver's licence</li> <li>• RTA proof of address</li> <li>• Electoral roll advice</li> <li>• Lease agreement (Real estate agent or ratepayer) OR</li> <li>• Rent receipt (Real estate agent or ratepayer) OR</li> <li>• Caravan park receipt (To be accompanied by a <u>letter from the park manager verifying permanent renting</u>)</li> <li>• Residential Bond Board Notice</li> <li>• Boating licence</li> <li>• Telephone account</li> <li>• Electricity account</li> <li>• Bank statement (current to three months)</li> <li>• Letter of permanent employment</li> <li>• Group certificate (current year)</li> <li>• Tax return advice slip (previous financial year)</li> <li>• Car registration</li> <li>• House or car insurance</li> <li>• Health Care Card</li> <li>• Pensioner Concession Card</li> <li>• Centrelink letter</li> <li>• Proof Of Age card</li> </ul> <p>Other proof of identity documents may be accepted at the discretion of the Branch Supervisor</p>	<p>Local address in RTRL Region</p>	<p>Full Membership</p> <p>Book Club Coordinator</p>
	<p>Local address in Clarence, Richmond Upper Clarence, Gold Coast, Tenterfield Library Areas</p>	<p>Reciprocal Membership</p> <p>Book Club Coordinator</p>
	<p>Current Australian address outside RTRL, Clarence, Richmond Upper Clarence, Gold Coast, Tenterfield Library Areas</p>	<p>Australian Library Member</p>
	<ul style="list-style-type: none"> <li>• Current Australian address</li> <li>• For <b>overseas visitor</b> an ID card/passport/international driver's licence and a local accommodation receipt must be produced</li> </ul>	<p>Visitor Membership</p>



<b>TABLE 2</b>		
<b>ID REQUIRED</b> 1 Item from the following:	<b>CURRENT DETAILS TO BE SHOWN ON ID</b>	<b>MEMBERSHIP TYPE</b>
<ul style="list-style-type: none"> <li>• College of Sound and Audio Engineering (SAE) in Byron Bay</li> <li>• Southern Cross University Student Card</li> <li>• TAFE student photo ID</li> <li>• Firearms licence</li> <li>• Security licence</li> <li>• Passport</li> <li>• Medicare Card</li> <li>• RSA Competency Card</li> <li>• Fitness Passport Card</li> </ul> <p>Other proof of identity documents may be accepted at the discretion of the Branch Supervisor</p>	Proof of Name	Provisional
	Proof of Name	Restricted