

Policy title	RTRL Membership Policy
Policy number	1.0
Objective	To outline Richmond Tweed Regional Library membership types, eligibility, identification requirements and borrowing entitlements.
Last reviewed or updated	10/09/2025
Last endorsed by Committee	17/09/2025
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Policy Background

Lismore City Council is the Executive Council responsible for management of the Richmond Tweed Regional Library (RTRL).

RTRL offers a number of different membership options dependent on eligibility and identification requirements able to be met, and as set out in this Policy.

Item loan periods are set out in this Policy. Specific detail about the types of items available for loan and the conditions of supply are set out in the RTRL and Interlibrary Lending Policy.

Free membership is available to ratepayers and residents of RTRL Member Council areas as per the [Library Act 1939](#).

The RTRL Member and Visitor Code of Conduct (Code) informs all users of the RTRL facilities of the expected behaviours whilst on the RTRL premises or online.

Should any member or visitor of the RTRL display behaviour which the staff of RTRL consider, acting reasonably and in accordance with legislation and regulation to be inconsistent with the Code, RTRL staff have the discretion to act to ensure the safety of other members and visitors.

Any person who enters an RTRL facility agrees to abide by the Code and co-operate with any action taken by RTRL staff.

RTRL facilities means any physical RTRL Library and any RTRL online services.

Scope of Policy

This Policy applies at all RTRL branch Libraries and Support areas.

RTRL branch Libraries include: Lismore, Goonellabah, Ballina, Alstonville, Lennox Head, Byron Bay, Mullumbimby, Brunswick Heads, Tweed Heads, Murwillumbah, Kingscliff, Research and Family History Centre, and RTRL Mobile Library.

Legislative context

This is not intended to be an exhaustive list of all applicable legislation.

RTRL operates under the [Library Act 1939](#) and the [Library Regulations 2018](#)

Related documents

[RTRL Member and Visitor Code of Conduct](#)

[RTRL Young People in the Library Guidelines](#)

[RTRL and Interlibrary Lending Policy](#)

[RTRL Access to Information Policy](#)

[RTRL Fees and Charges](#)

Responsibilities and administration of the Policy

The RTRL is managed by Lismore City Council as Executive Council and is responsible for leading the implementation of this Policy, including its conformity to legislative and other compliance requirements, communicating this Policy to managers and supervisors, and other relevant activities in implementing the Policy.

Managers and supervisors are responsible for managing processes relevant to this Policy and communicating this Policy to staff.

Staff are responsible for understanding and complying with this Policy.

RTRL members and visitors to the Library are responsible for abiding by the intent of this Policy.

Review requirements

This Policy will be reviewed annually, with a full review undertaken every four years in line with Local Government procedures.

Policy approval

Policy approval will be undertaken through the RTRL Committee.

Policy

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

- Use Library spaces and resources within the Library
- Access Free Wi-Fi 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

If a Library item is lost or damaged whilst on loan the membership card holder must pay the replacement cost plus a processing and administration fee (if applicable). An invoice may be issued.

For full details, please refer to the RTRL and Interlibrary Lending Policy and [RTRL Fees and Charges](#). Fees and charges are set by the RTRL Committee and reviewed annually.

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

The following table sets out the types of RTRL Memberships available including: eligibility, identification required, access level, categories and restrictions.

Eligibility & identification required	Access level	Membership categories
RTRL Membership type: Full Membership		
Eligibility: Local resident Identification: Per identification (ID) requirements table OR Guarantor who is full member for 12 months or able to show ID as per identification (ID) requirements table can sign and be responsible for all items loaned on guarantees card.	• Borrow up to 20 items • Interlibrary loans • Loan period 3 weeks, (except Quick Reads (1 week) & Popular Picks (2 weeks)). • 2 renewals allowed for items not on reserve (auto renewed if no reservations) • Free access to RTRL Library computers • Access to RTRL online resources & services (loan limits and periods apply per online platforms)	• Adult • Young Adult • Children • Senior

Eligibility & identification required	Access level	Membership categories	Restrictions
RTRL Membership type: Reciprocal Membership			
Eligibility: Member of one of the following: • Richmond-Upper Clarence Regional Library • Gold Coast Public Libraries • Clarence Regional Library • Tenterfield Public Library Identification: • Membership card for library service listed • Per identification (ID) requirements table • Full Reciprocal Member may be a guarantor for Reciprocal Resident Young Adult/Children memberships	• Borrow up to 20 items • Loan period 3 weeks (except Quick Reads (1 week) & Popular Picks (2 weeks)) • 2 renewals allowed for items not on reserve • Free access to Library computers • Access to RTRL online resources & services (loan limits and periods apply per online platforms)	Reciprocal Resident: • Adult • Young Adult • Senior • Children	Interlibrary loans not allowed
RTRL Membership type: Provisional Membership			
Eligibility: Local resident who can provide a local address but unable to provide identification per identification (ID) table for Full Membership. Identification: Per identification (ID) requirements table, for Provisional Membership.	• Borrow up to 4 items • PC use • Loan period 3 weeks except Quick Reads (1 week) & Popular Picks (2 weeks) • 2 renewals allowed for items not on reserve • Free access to Library computers • Access to RTRL online resources & services (loan limits and periods apply per online platforms)	Provisional Can be updated to a full member after 12 months good borrowing record (such as no outstanding charges and no ban periods)	Interlibrary loans not allowed
RTRL Membership type: Australian Library Member			
Eligibility: Members of Australian Libraries other than Reciprocal Membership Libraries. Identification: • Library membership card for location shown on ID • Per identification (ID) requirements table	• Borrow up to 4 items • Loan period 3 weeks except Quick Reads (1 week) & Popular Picks (2 weeks) • 2 renewals allowed for items not on reserve • Access to RTRL online resources & services (loan limits and periods apply per online platforms)	RTRL Australian Library Membership expires after 90 days	Interlibrary loans not allowed Library computer use charged at standard rates

Eligibility & identification required	Access level	Membership categories	Restrictions
RTRL Membership type: Visitor Membership			
Eligibility: - Not currently a member of another Australian Library or unable to show Home Library membership card - Visitor Membership fee payable at time of application, per RTRL Fees & Charges Identification: - Per identification (ID) requirements table - For overseas visitor an ID card/passport/international driver's licence and a local accommodation receipt must be produced	- Borrow up to 4 items - Free access to Library computers & Member Wi-Fi - Loan period 3 weeks except Quick Reads (1 week) & Popular Picks (2 weeks) 2 renewals allowed for items not on reserve - Access to RTRL online resources & services (loan limits and periods apply per online platforms)	Visitor	Membership expires after 12 months Interlibrary loans not allowed
RTRL Membership type: Restricted Membership			
Eligibility: Local resident with no fixed address	- Borrow 1 item - Free access to Library computers - Loan period 3 weeks except Quick Reads (1 week) & Popular Picks (2 weeks) 2 renewals allowed for items not on reserve	Restricted: No fixed address	Membership expires after 90 days
Identification: Per identification (ID) requirements table , for Restricted Membership.			
RTRL Membership type: Online Membership			
Eligibility: Anyone aged over 13 years can join online to access the Online Library collections	Access to RTRL online resources & services (loan limits and periods apply per online platforms)	Online registration	Over 13 years of age Membership expires after 6 months
Identification: No ID necessary. Online form through RTRL website, Library App, or catalogue to be completed by patron. Can be updated to physical collection borrowing privileges with the presentation of required identification documentation in branch			
RTRL Membership type: Institutional Membership			
Eligibility: an institutional membership for schools, pre-schools and kindergartens, aged care facilities, and other organisations	- Borrow up to 100 items - Loan period 4 weeks except Quick Reads (1 week) & Popular Picks (2 weeks) 2 renewals allowed for items not on reserve - No reservation fee	- Institution - Institution Housebound - Institution Schools	Lost/damaged items need to be paid for by Institution No Interlibrary loans No Library computer access
Identification: - 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.			

Eligibility & identification required	Access level	Membership categories	Restrictions
RTRL Membership type: Home Schooling			
Eligibility: One Home Schooling Membership available per household Identification: - As per Full Membership OR Current Full Membership - As well as - Current Home School Registration Certificate from NESA (must also be shown to renew membership every 12 months) - Check residential address against LMS to ensure only one Home Schooling membership per household	- Borrow up to 20 items - Free reservations for items for schooling purposes - Loan period 3 weeks except Quick Reads (1 week) & Popular Picks (2 weeks) 2 renewals allowed for items not on reserve - Access to RTRL online resources & services (loan limits and periods apply per online platforms)	Institution: Home School	Membership expires every 12 months
RTRL Membership type: Book Club Coordinator			
Eligibility: - Assigned by Library as coordinator - Annual fee payable by each Club member or per Book Club Set use as set out in RTRL Fees & Charges Identification: - Per identification requirements table OR - Current Full Membership OR - Current Full Reciprocal Membership	- Borrow Book Club sets - Loan period 6 Weeks	Book Club Coordinator	No renewals available No more than 3 Book Club Kit reservations at a time No more than 2 Book Club Kits on loan at any one time
RTRL Membership type: Home Library			
Eligibility: - 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. - Only available in specified delivery areas. - Subject to capacity of Library. Identification: - As for Full Membership OR - As part of Aged Care Facility - May be asked to provide a letter of capacity from care provider	- Borrow up to 20 items - No reservation fee - Loan period 4 weeks 2 renewals allowed for items not on reserve - Access to RTRL online resources & services (loan limits and periods apply per online platforms)	Home Library Member	
RTRL Membership type: 24/7			
Eligibility: Available to school students with Library Awareness visit/session delivered by Library Staff Identification: 24/7 Membership form – school to arrange to be signed by parent/guardian	Access to Online resources only Access to RTRL online resources & services (loan limits and periods apply per online platforms)	24/7	No physical collection borrowing privileges No in-library computer access

Identification (ID) requirements table

ID required: 1 item from the below list	Membership Type	Current details to be shown on ID
• Rates notice (or other proof of ownership e.g. contract, title deed or solicitors' letter) • Current Driver's licence • RTA proof of address • Electoral roll advice • Lease agreement (Real estate agent or ratepayer) OR • Rent receipt (Real estate agent or ratepayer) OR • Caravan park receipt (To be accompanied by a letter from the park manager verifying permanent renting) • Residential Bond Board Notice • Boating licence • Telephone account • Electricity account • Bank statement (current to three months) • Letter of permanent employment • Group certificate (current year) • Tax return advice slip (previous financial year) • Car registration • House or car insurance • Health Care Card • Pensioner Concession Card • Centrelink letter • Proof Of Age card Other proof of identity documents may be accepted at the discretion of the Branch Supervisor.	Full Membership Book Club Coordinator	Local address in RTRL Region
	Reciprocal Membership Book Club Coordinator	Local address in Clarence, Richmond Upper Clarence, Gold Coast or Tenterfield Library Areas
	Australian Library Member	Current Australian address outside RTRL, Clarence, Richmond Upper Clarence, Gold Coast, Tenterfield Library Areas
	Visitor Membership	• Current Australian address • For overseas visitor an ID card/passport/international driver's licence and a local accommodation receipt must be produced
ID required: 1 item from the below list	Membership Type	Current details to be shown on ID
• College of Sound and Audio Engineering (SAE) in Byron Bay • Southern Cross University Student Card • TAFE student photo ID • Firearms licence • Security licence • Passport • Medicare Card • RSA Competency Card • Fitness Passport Card Other proof of identity documents may be accepted at the discretion of the Branch Supervisor.	Provisional Membership Restricted Membership	Proof of Name

Document history and version control

Version #	Date approved	Approved by	Description	CM ref #
1.2	17/09/2025	RTRL Council	Policy updated per annual document revision. Document # also altered from 2.0 to 1.0.	ED2025/ 070032