

Policy Adopted by YPRL Board	
Policy Name:	Membership Policy 2022 – 2025
Version number:	6.0
Policy date:	October 2022
Date to be reviewed:	October 2025
Responsibility:	CEO
Related Policies and Procedures:	Operations Manual
Policy Updates:	<p>October 2022</p> <ul style="list-style-type: none"> • Removed clause about Library Members automatically removed from the Library Management System (LMS). • Removed digital membership category as this is part of the standard membership categories. • Removed book club membership category as this is part of the standard membership categories. • Updated wording for Learning and Toy Library to Special Library Collections to reflect Maker Space collection items available for loan. • Increase on the number of items on hold per card from 10 to 20. • Removed InterLibrary Loans clause as we look to purchase items requested by members where possible (which is alignment with the revised collection development policy). • Adjustment of the staff / volunteer borrowing clause to state that Staff and Volunteers must be YPRL members to borrow and that all other conditions and responsibilities of membership apply to staff and volunteers.

Purpose

The Yarra Plenty Regional Library (YPRL) Membership Policy describes the various categories of membership and the terms and conditions for each of these.

Scope

This Policy applies to all individuals and organisations who wish to become members of YPRL.

Eligibility

Any Victorian resident is eligible for free membership of the Library Service by providing residential and contact information. YPRL also provides temporary memberships to visitors from interstate or overseas who can provide identification of their permanent and temporary addresses.

YPRL Membership provides access to all branches, other service points and eLibrary.

Victorian residents can join online, or by visiting a library branch or outreach service (such as the Mobile service)

Membership Categories

Adult Membership

- Adult membership is available to adults over the age of 18
- Adult membership has full borrowing privileges and provides access to all branches, mobile and eLibrary services
- All members, on joining, agree to abide by YPRL's terms and conditions of membership. Details available on the website

Under 18 Membership

- A person under the age of 18 can be issued with a membership card if they have the permission of their parent, primary carer or guarantor (aged over 18 years of age)
- This parent, primary carer or guarantor may nominate a second responsible adult (aged over 18 years of age) who can access and/or amend the card details
- The parent, primary carer or guarantor takes responsibility for the terms and conditions of membership.

Under 18 Independent Membership

- Young people between the ages of 16 and 18 who live independently e.g. have their own health care card or are an international student may join without a guarantor
- Acceptable verification may be: letter from their school, Youth Refuge centre or similar.

Temporary Memberships

- This membership is available to visitors and short-term residents
- One form of ID is required, this does not need to be proof of address
- The number of items borrowed is restricted to 5 items
- Temporary Membership is available for a maximum period of 12 months.

Organisational Membership

- Organisational Memberships are offered to institutions such as schools, kindergartens; childcare centres and organisations involved with aged services
- Organisational Memberships are reviewed every 2 years
- Organisational members can borrow up to 300 items
- Overdue notices will be issued as per individual membership terms and conditions
- The Organisation takes full responsibility for items borrowed. Lost or damaged items will require payment of replacement.

Home Library Service Membership

- Yarra Plenty Regional Library's Home Library Service (HLS) is a free service for housebound residents. The service is available to anyone who is unable to visit the library branches
- Conditions of membership are the same as for Adult Memberships however the loan period is 8 weeks.

Special Library Collections

YPRL has a range of special collection items available for loan including:

- Learning and Toy Library (LTL) items, located at Lalor Library. Toys can only be borrowed and returned at Lalor Library during LTL opening hours
- Maker Space equipment at Thomastown Library and Ivanhoe Library and Cultural Hub
- Please visit the website for Special Library Collections conditions of use.

Membership terms and conditions

- All members, on joining, agree to abide by the terms and conditions of the membership;
- Library users can borrow without their library card if they are able to provide Identification or know their library card number
- The loan limit is 30 items. The loan period is 3 weeks. Home Library Service Members loan period is 8 weeks. The loan limit for Temporary Memberships is 5 items
- Items are automatically renewed before the items are due 2 further times, each time for an additional 3 weeks, provided they are not on reservation for another person, or the card is blocked
- There is no charge for placing a hold on an item. There is a limit of 20 holds per card;
- All Library materials can be returned at any service point in the Region during opening hours. After hours return chutes are usually available at all branch libraries (unless otherwise advertised), excluding Learning and Toy Library items
- All items must be returned or renewed by the due date
- Library users will not be able to borrow if they have any item that is 7 days overdue
- Provision is made for discretionary reduction or waiving of charges and bills in exceptional circumstances such as illness or financial hardship
- A courtesy notification is sent to all borrowers two days before items are due and another notification seven days after the items were due, if not returned in the meantime. A lost item notice is sent if items are still overdue at 21 days
- Claims of items returned or never borrowed will be investigated by the library service
Membership may be blocked for failure to return overdue items or report damage to borrowed items
- A debt collection agency is used to recover items or the value of those items that have not been returned after 61 days. The item will remain on the borrower's card and borrowing privileges will remain blocked until the item is either returned or paid in full. A \$15 service charge will be incurred if a debt collection agency is engaged
- Records of all charges and bills paid to the library service will remain on the borrower's library record
- If an item previously reported lost and paid for is subsequently found within 6 months, a refund for the value of the item will be made if the item is in good condition
- MA15+ and R rated materials may not be borrowed on an Under 18 Membership account (this is a legal requirement).

Responsibilities of Members

Members are responsible for:

- reporting loss of their membership card
- notifying change of name and/or address, email or phone number

- undertaking to pay the full replacement value for any Item lost, damaged or stolen while on loan to their membership card or on a membership account they approved as guarantor
- returning or renewing items by the due date. No item will be considered to have been returned to the Library until it is shown as returned on the Library System
- reporting any damage to any item on loan to their membership card. This damage must be reported at the time of issue or immediately on return.

Confidentiality of Records

- Confidentiality of membership records will be maintained by the Library Service as per the YPRL Privacy Policy and Civica Privacy Statement.

Related Legislation

- Privacy and Data Protection Act 2014 (Vic)
- Freedom of Information Act 1982 (Vic) (FOI Act)

Staff/Volunteers Borrowing

- Staff and volunteers must be a YPRL member to be able to borrow
- All other conditions and responsibilities of membership apply to staff and volunteers.

[END OF MEMBERSHIP POLICY]