



# Library Membership Policy

Adoption Date:	
Last Reviewed:	October 2024
Next Review Date:	October 2027
Division/Department:	Community and Customer Experience/Woollahra Libraries
Responsible Officer:	Manager – Woollahra Libraries
HPE CM Record Number:	24/100173

## 1 Policy Statement

Membership is open to everyone and is free. Woollahra Libraries operates under the NSW Library Act, 1939 and associated regulations.

To be eligible for full membership customers must live, work or attend school in New South Wales otherwise customers can apply for temporary membership.

## 2 Application

The purpose of this policy is to outline the conditions of becoming a member of Woollahra Libraries.

An Active Library Member is a member who has used the Library in the past 3 years.

## 3 Definitions

Term	Meaning
Woollahra Libraries	Woollahra Library at Double Bay, Paddington Library and Watsons Bay Library. Community Library Access points, including vending machines.
Active member	A member who has used Woollahra Libraries in the past 3 years.

## 4 Community Strategic Plan, Delivery Program and Operational Plan

This Policy relates to Focus Areas, Goals and Strategies outlined in Council's Community Strategic Plan Woollahra 2032 and Priorities outlined in Council's Delivery Program and Operational Plan, specifically :

Focus Area:	Social	
Goal:	G1	A connected, harmonious and engaged community for all ages and abilities
Strategy:	3.1	Promote opportunities for innovative, creative and cultural initiatives that support the community.
Priority:	3.1.1	Provide innovative and high quality library and local history services.

## 5 Relevant Legislation

Library Act 1939  
Library Regulation 2018

## 6 Policy Content

## 6.1 Types of Membership

Woollahra Libraries has the following memberships:

- **Adult Membership**

Anyone over the age of 16 is eligible for full membership of Woollahra Libraries if they live work or attend school in NSW and provide identification.

- **Children and Youth Membership**

Children aged under 16 must be registered by an adult guarantor who is responsible for their borrowed items and any fees. In order to accommodate different family arrangements, a child may have two cards (with different addresses). Children and Youth members receive discounted reservation fees.

In instances where a person under 16 is living independently, they may bring proof of their address and will not need a guarantor.

School students who are **boarders** at their school must be registered using their caregivers' residential address and their school address. Their housemaster needs to send a letter to the library requesting membership for individuals in cases where they agree to act as guarantor.

- **Temporary Membership**

Temporary membership is available for those who reside outside of NSW or are unable to show proof of their address. Membership is valid for six months only.

These members have access to the digital collection and use of technology in the Libraries. They may borrow a maximum of three physical items at any time. People applying for temporary membership can show the following types of identification: passport, Australian/international driver's licence, hotel bill, lease/rental receipt or letter from the person/s they are residing with.

- **Concession Memberships**

In order to be eligible for concession membership a valid seniors, pension card or health care card must be produced. Concession members receive discounted reservation fees.

- **Council Staff**

This category entitles individual membership to Woollahra Council employees, Councillors and volunteers. Privileges associated with this category consist of non-accrual of fines and no reservation fees. Members listed as 'staff' will be reviewed annually by the Customer Services Team to ensure the database is updated.

- **Institution / Community Groups Memberships**

Institution Membership is available to:

- Community Groups
- Organisations
- Other libraries

Institutions and community groups who wish to borrow items from the collection are required to fill in a Bulk Loan Agreement.

- **Home Library Memberships**

HLS Membership is open to residents of the Woollahra Local Government area who have reduced mobility and are unable to physically visit the library. A medical certificate or statement signed by a Doctor may be required to assess eligibility for this service. Library staff will interview all applicants to determine which service will suit needs.

This service is also offered to carers of HLS members.

- **VIP Members**

Offered to Adult members with 15 years or more continuous library membership. VIP members are offered exclusive benefits over the year.

- **Member Access hours**

This service will be available to members over 16 who have agreed to the conditions of access and completed an induction process. These members will have access to Watsons Bay Library outside of staffed times.

## 6.2 Terms of Memberships

All memberships except the Temporary and Institutional memberships are valid for three years. Membership details will be updated and membership renewed every three years.

## 6.3 Registration Requirements

To register as a member, current proof of name and home address is required. Applicants must agree to Library policies and conditions by accepting the 'Conditions of Membership'.

Acceptable forms of identification must be current and may include:

- Driver's Licence
- Council rates notice
- Official rent receipt/lease agreement
- Telephone, gas, electricity or utility account
- Financial institution statement
- Concession card [Government Issue]
- Motor Vehicle Registration,
- Electoral Roll Notification form

Members who join online remotely in the first instance will have three months to fully activate their membership. If not activated within three months the membership will be removed.

## 6.4 Updating Membership Details

Customers must notify the Library of any changes to membership information, including name, address, email, or telephone numbers. Library members can do this in person, or by email. Proof of changes in name or address must be given.

## 6.5 Suspension of Membership

If a member incurs fees and charges authorised under the Local Government Act 1993, (Section 608) in excess of the nominated threshold amount, membership will be suspended until a payment is received.

## 6.6 Exclusion from the Library

Library customers failing to comply with any Library policy or relevant legislation may be banned from the Library for a period determined by the Manager, Woollahra Libraries in accordance with the Library Act and the NSW Library Regulation 2018, section 17. This period will be a maximum of two years after which time the exclusion will be reviewed.

## 7 Documentation/References

	HPECM Reference

## Related Policies and Procedures

	HPECM Reference
Library Membership Procedure	19/85057

This Policy will be reviewed every two years or in accordance with legislative requirements. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of the approval of the General Manager

## Policy Amendments

Date	Responsible Officer	Description