

# MEMBERSHIP TERMS AND CONDITIONS

## Membership

- You must provide one form of ID showing your name and current address (eg driver's licence, health care card). If you don't have ID you may be able to join as a visitor.
- We will ask for a phone number, email address (if you have one) and a PIN to set up your account.
- Membership lasts three (3) years after which you can renew your membership for another three years.
- You can download the Libraries Victoria<sup>1</sup> app to store your membership card, search the catalogue reserve items and renew loans.

## Children's membership

- We offer a Brighteyes membership for children aged birth to six years and a junior membership for those aged seven to 16 years.
- Parents can use the library's app to link all their family's memberships and manage everyone's loans, holds and renewals
- These memberships need a parent's or carer's signature. Parents or carers are responsible for library materials borrowed on their child's card and information accessed through the internet and other electronic resources in the library.

## Borrowing, renewing and returning items at a Latrobe City Libraries branch

- You can borrow up to 25 items at a time and place holds for up to 10 items. Physical items like books, magazines and DVDs can be borrowed for 21 days. Your receipt will include a list of borrowed items return date/s. Please retain the receipt.
- Ask about receiving your receipt by email.
- Item/s can be renewed twice, on or before the return date. You can renew in person at the branch, by phone on 1300 367 700 or email at [library@latrobe.vic.gov.au](mailto:library@latrobe.vic.gov.au), or by logging into the online catalogue with your membership and PIN at [www.latrobe.vic.gov.au/library](http://www.latrobe.vic.gov.au/library) .
- You can access other services such as free WiFi, public computers and printing/copying.
- Items can be returned at any Latrobe City Libraries branch or any participating Libraries Victoria Library.
- Book return chutes are located at all libraries for after-hours returns. Items placed in the chutes are not considered returned until received by Library staff.

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## Borrowing from a Libraries Victoria library

- Latrobe City Libraries is a member of the Libraries Victoria Consortium with over 100 branches across Victoria. You can use your Latrobe City Libraries membership card to borrow items when visiting participating Libraries Victoria Libraries in person or via the Latrobe City Library catalogue.
- Items borrowed from these libraries are borrowed in acceptance and under the terms and conditions of that participating library, including different loan periods and overdue fines.
- Fines or lost item charges owed to a participating Libraries Victoria Library can be paid at any Latrobe City Libraries branch.
- Members who are 'barred' from a Libraries Victoria Library for non-return of borrowed or lost items will also be barred from Latrobe City Libraries until the issue has been resolved with. Please note, we do not intervene in these matters on a member's behalf.

## Latrobe City Libraries has a no fines policy

- Items borrowed from Latrobe City Libraries will not attract overdue fines.
- Reminder notices are sent as a courtesy, and non-receipt is not accepted as an excuse for late or non-return of items.
- You can choose to receive reminder notices by email, SMS or post. If items are not returned after 40 days, you will receive an invoice for the replacement cost of the item/s by post.
- In this event, your membership will be 'barred' and you will be unable to borrow until the items are returned or any applicable replacement and processing costs are paid.

## Your responsibilities

- Follow these terms and conditions of membership.
- Accept physical and financial responsibility for items borrowed, equipment used, and information accessed electronically.
- Report damage or loss of item/s to the library immediately. You will be charged for the replacement of any lost or damaged items.
- Report a lost or stolen card immediately. Until a library card is reported lost or stolen, the person who has signed the card remains legally liable for all items borrowed on it. A fee may be charged for replacement cards.
- Inform the library of changes to your address and/or contact information in a timely manner.

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## Appropriate behaviour

- We want our libraries to be known as safe, inclusive, respectful and friendly environments. Please consider others when you enter a branch and behave in an appropriate manner.
- If using the internet for gaming or other sites with high sound levels, please use earphones. You can use your own or buy earphones at any branch.
- Computer systems, including the internet, must not be used for any illegal activities including breaches of copyright or intellectual property by illegally downloading music or movies, viewing or printing of information that is considered offensive or illegal.
- Children under 12 must be supervised by a responsible adult in the library at all times. Parents/carers must take responsibility for the behaviour and safety of their children.
- Complaints regarding breaches of the Terms and Conditions of Membership are to be directed to staff. The complaint may be escalated to a Team Leader in the first instance and then the Coordinator Libraries if appropriate.
- Inappropriate behaviour (as defined in Latrobe City Council's Unreasonable Behaviours & Demands policy) will be handled by staff in accordance with that policy. Anyone breaching that policy may be asked to leave the premises, excluded from the premises for specific periods or referred to police. Behaviours deemed contrary to a safe, harmonious and respectful shared public space may result in immediate removal from the premises and an exclusion period of up to six months.

## Privacy

- We respect your privacy. We will not sell or give away your personal information unless required by law and in accordance with Council's Citizen Confidentiality and Privacy Policy.

## Additional Resources and Information

- [Libraries Victoria app is available for Apple and Android. Download from the Play Store.](#)
- [How to Place Holds](#)
- [Fees and Charges](#)
- [Unreasonable Behaviours & Demands Policy](#)

For more information about libraries or to find out [what's on](#), visit [www.latrobe.vic.gov.au/library](http://www.latrobe.vic.gov.au/library) or follow us on [Facebook @latrobecitylibraries](#)