

# Latrobe City Libraries

Membership Terms & Conditions



## Membership

- Membership is free and open to individuals and groups.
- For full 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 can still join with a limited membership (please see membership conditions below). If you live outside of Victoria your membership will be limited.
- We will ask for a phone number, email address (if you have one) and a PIN to set up your account.
- You are required to sign your membership card. This is confirmation you have read, understand and agree to be bound by these membership terms and conditions.
- Memberships are active for three (3) years. You can keep your membership active beyond this period by borrowing any item (physical or digital).
- You can download the Libraries Victoria app (see Additional Resources and Information below) to store your membership card, search the catalogue, reserve items and renew loans.

## Children's Membership

- We offer child memberships for children from birth to 17. Anyone under 18 living independently can apply for adult membership according to adult membership criteria.
- A parent/carer must sign the child's membership card and is physically and financially responsible for library items borrowed on their child's card, the child's use of library equipment, information accessed through the internet and other electronic resources in the library and content created on library equipment. Organisations who sign up children will be bound by these membership terms and conditions.
- The parent/carer must provide appropriate ID. If appropriate ID is unavailable, the child can still join with a limited membership as stated above.
- Parents/carers can use the Libraries Victoria app to link all their family's memberships and manage everyone's loans, holds and renewals.
- All communications in relation to a child membership will be directed to the responsible parent/care.

## Borrowing, Renewing and Returning Items at a Latrobe City Libraries Branch

- Full membership allows you to borrow up to thirty (30) physical items at a time and place holds on up to twenty (20) physical items.
- Limited membership allows you to borrow up to three (3) items at a time and place holds on items within Latrobe City Libraries only.
- Physical items like books, magazines and DVDs can be borrowed for twenty-one (21) days. Membership is free and open to individuals and groups.
- For Borrowing duration for digital items may change subject to provider.
- To borrow library items a membership card or digital barcode (via the Libraries Victoria app) must be produced.
- Items can be renewed twice, on or before the return date, provided the item has not been placed on hold by another person. You can renew in multiple ways:
  - in person at any Latrobe City Library branch
  - via the Libraries Victoria app
  - by phone on 1300 367 700
  - by email at [library@latrobe.vic.gov.au](mailto:library@latrobe.vic.gov.au)
  - by logging into the online catalogue with your membership number and PIN at [www.latrobe.vic.gov.au](http://www.latrobe.vic.gov.au)
- You can access other services such as free WiFi and free public computers. Printing/copying is also available, with charges applicable. Please refer to the public computer guidelines for more information.
- Items can be returned at any Latrobe City Libraries branch or any participating Libraries Victoria Library.

- Book return chutes are located at all Latrobe City Libraries for after-hours returns. Items placed in the chutes are not considered returned until received by Library staff.
- Latrobe City Libraries makes all reasonable effort to keep audio-visual items in good condition. No responsibility is accepted for damage to your equipment caused by a faulty or damaged item.

## **Borrowing from our Libraries**

- You can use your Latrobe City Libraries membership card to reserve and borrow items when visiting participating Libraries Victoria Libraries in person or via the Latrobe City Library catalogue.
- As a member of Latrobe City Libraries, you can use your library card to borrow at any Libraries Victoria sharing library service. By using your membership at other sharing library services, you consent to those services accessing your details for administrative purposes. Additionally, any activity conducted will be subject to the conditions of use of the respective library service.
- 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. Please note, we do not intervene in these matters on a member's behalf.

## **Overdue, Lost and Damaged items**

- Items borrowed from Latrobe City Libraries will not attract overdue fines. Please note this applies to Latrobe City Libraries only; some other Libraries Victoria Libraries may issue fines for overdue items.
- Reminder notices are sent as a courtesy. Failure to receive a notice has no impact on your responsibility to return items on time. You can choose to receive reminder notices by email, SMS or post.
- If items are not returned after 40 days, you may receive an invoice for the replacement of lost item/s, and this may affect your ability to borrow further items. If items are returned, borrowing privileges will be restored.
- If you are experiencing financial difficulty, please speak to a friendly team member.

## **Your Responsibilities**

- Accept physical and financial responsibility for items borrowed, use of library equipment, information accessed through the internet and other electronic resources in the library and content created on library equipment.
- Report damage or loss of item/s to the library immediately. You may be charged for the replacement of any lost or damaged items. The replacement charge is the cost of the item plus a processing fee.
- Report a lost or stolen card immediately. You are responsible for items borrowed on the card prior to it being reported lost or stolen. A fee may be charged for replacement cards.
- Inform the library of changes to your address and/or contact information as soon as possible. Present to any Latrobe City Library with proof of new address.

## **WiFi and Online Resources**

- Use of free WiFi at Latrobe City Libraries is subject to terms and conditions which are made available on your device at the time of access.
- Use of free public access computers is subject to the Internet Guidelines and Terms and Conditions of Use, which are available at each branch.

- eBooks and other electronic resources are subject to copyright laws and/or license agreements. They are not to be copied, reproduced, published, adapted, sold, rented, uploaded to a website or distributed in any other form except where specifically permitted.
- eBooks, and other electronic resources are made available through license agreements between the publishers and Latrobe City Libraries. When accessing these resources, you must comply with the terms and conditions of the licenses which can be obtained from the third-party provider. You will be liable for any breaches of those terms and conditions, and a breach may also lead to your membership being 'barred'.

## **Appropriate Behaviour**

- Our libraries are safe, inclusive, respectful and friendly environments. Please consider others when you enter a branch and always behave in an appropriate manner.
- Members and visitors are required to follow directions from library staff at all times.
- If using the internet for gaming or other sites with high sound levels, please use headphones.
- 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.
- Please advise staff of any concerns about the behaviour of other library users, do not approach other users about behaviour directly.
- Inappropriate or unsociable behaviour such as harassment, offensive language, invasion of the privacy of others or intimidation/aggression is not acceptable. Anyone engaging in such behaviour may be asked to leave the premises, excluded from the premises for a specific period or referred to police.

## **Privacy**

- Latrobe City Council is committed to the responsible handling of all personal information in accordance with the Privacy and Data Protection Act 2014. Your personal information requested by Council is being collected for the purpose of registration and management of your Latrobe City Libraries membership, including use of the services available to members. The personal information you provide will only be used by Council for the purpose it was collected or a secondary related purpose that could be reasonably expected.
- Council will collect information directly from you, where possible, and will not disclose your personal information to any other party, except as allowed or required by law, without your consent.
- The responsible parent/carer for a child membership will have access to the membership records until the child reaches 18 years of age. The child will then be registered as an adult member and the parent/carer will no longer have access to the membership records.
- If you require access to your personal information or if you have any questions, please do not hesitate to contact Latrobe City Council's Privacy Officer on 1300 367 700 or at PO Box 264 MORWELL VIC 3840. For further information about how Council collects and manages personal information, please see the Latrobe City Council Privacy Policy available on our website at [www.latrobe.vic.gov.au](http://www.latrobe.vic.gov.au)
- Latrobe City Council has taken positive steps to implement Child Safe Standards throughout the organisation and embed a culture of child safety.

## Additional Resources and Information

Download these documents from the library website at [www.latrobe.vic.gov.au/library](http://www.latrobe.vic.gov.au/library) or ask at your local branch for hard copies.

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

## Accessibility

- We take access and inclusion seriously. We are committed to making every event as accessible and inclusive as possible for all members of our community. If you have a specific access request, would like further information or want to provide any suggestions, we would love to hear from you.

## Conditions of Entry

At Latrobe City Council we are committed to providing high quality customer service in an open, inviting and safe environment, at all times. When visiting a Latrobe City Library and Service Centre, please abide by the following:

- Treat staff and other patrons with courtesy and respect.
- Abuse, indecent or offensive language or behaviour will not be tolerated.
- Do not remove, damage or interfere with any displays, equipment or the facility.
- Children aged under 12 years must be actively supervised by an adult at all times.
- Do not bring alcohol or illegal drugs onto the premises. If you are intoxicated or affected by illegal drugs you will not be allowed to enter.
- Smoking or vaping is not permitted within 50 metres of the entrance.
- Be considerate of others when using mobile phones and/or other equipment.
- Clear your space when you leave and put all rubbish in bins.
- Attend to all personal belongings. Latrobe City Council is not responsible for personal belongings left unattended.
- No animals are permitted to enter, except for assistance animals within the meaning of the *Disability Discrimination Act 1992*.
- Patrons must follow staff instructions at all times.
- CCTV is in operation throughout Facility for the purpose of enhancing staff safety, public health and safety and protection of property. Footage may be used to investigate incidents and injuries relating to safety, suspected criminal activity and inappropriate behaviour contrary to these Conditions of Entry. All footage will be handled in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and Council's Privacy Policy.
- By entering the Facility, you agree to release and at all times indemnify, keep indemnified and hold harmless Council, its staff and contractors from and against all claims, actions, costs (including legal costs, on a full indemnity basis), charges, losses, expenses, and damages whatsoever incurred in connection with or as a consequence of the use of and access to the Facility by you or a minor under your care and control, save and except to the extent caused or contributed to by Council, its staff or contractors.
- Latrobe City Council is a child safe organisation with zero tolerance towards child abuse. Latrobe City Council is committed to creating and maintaining a child safe environment, where all children and young people are protected from abuse, harm and neglect.

## **Branches and Opening Hours**

*Note: All libraries are closed on public holidays.*

### **Moe Library**

1-29 George Street, Moe 3825 Tel 5135 8500

Monday to Friday 8.30am to 5.15pm

Saturday 9am to 12noon

### **Morwell Library**

63-65 Elgin Street, Morwell 3840 Tel 5128 6131

Monday to Friday 8.30am to 5.15pm

Saturday 9am to 12noon

### **Traralgon Library**

34-38 Kay Street, Traralgon 3844 Tel 5176 3300

Monday to Friday 8.30am to 5.15pm

Saturday 9am to 12noon

### **Churchill Library**

9-11 Philip Parade, Churchill 3842 Tel: 5120 3840

Monday to Friday 8.30am to 5.15pm. Closed 12noon to 1pm

For more information about libraries email [library@latrobe.vic.gov.au](mailto:library@latrobe.vic.gov.au) 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](#)