

General

- Membership to Latrobe City Libraries is free to all.
- Membership requires two forms of identification one of which includes your name and current address, e.g. a driver's licence and a Medicare card. If you do not have the required identification then Latrobe City Libraries may allow you to join as a visitor with limited privileges.
- By signing your library card you accepting responsibility for items borrowed on that card and agree to abide by all Latrobe City Libraries membership conditions. Library cards are not transferable.
- Until a library card is reported lost or stolen the person who signed the card remains legally liable for all items borrowed on it. Please report a lost or stolen card immediately to the library on 1300 367 700. A fee is charged for replacement cards.
- Persons under 16 require a parent or guardian to sign their membership card. Parents or guardians are responsible for library materials borrowed on their child's card and for information accessed through the internet and other electronic resources in the library.
- Changes to contact details are to be provided by members to Latrobe City Council in a timely manner.
- The life of a membership card is three (3) years after which a renewal is offered subject to the Latrobe City Libraries membership conditions.

Borrowing from the library

- A library card must be presented to borrow and use equipment or services such as the internet and WiFi
- Members are responsible for the proper care of library item/s borrowed on their card. Any damage or loss of item/s must be reported to the library immediately. Replacement of the lost or damaged item will be billed to the member.
- Members may borrow up to 25 items at one time, place holds for up to 10 items and return items at any of Latrobe City's Libraries.
- Books, talking books and magazines can be borrowed for a period of twenty-one days.
- Audio visual items, including CD's and DVD's can be borrowed for a period of seven days.
- No member will be allowed to borrow or access the Internet if they owe monies greater than \$10.00.

- Book return chutes are available at all libraries for after hours returns. Items placed in the after hours book return chutes are not considered returned until received by Library staff.
- When borrowing items, members will be issued with a receipt that includes a list of items on their membership card and the due date/s. Please check and retain the receipt for your records.

Renewals

- Item/s must be renewed on or prior to the return date. Items can be renewed once only, by logging onto the catalogue via the internet with your PIN; visiting or ringing the library; or emailing the library at: library@latrobe.vic.gov.au.
- If another member has placed a hold on item/s you wish to renew, a renewal will not be permitted.

Overdue fees and charges

- Reminder notices are sent as a courtesy only. A first reminder notice is sent seven days after the item is due to be returned. An overdue fee will be applied at this time as per the current Fees and Charges. If the item/s has not been returned three weeks from the return date a second notice is sent.
- Item/s not returned after five weeks from the return date, will prevent the member from borrowing or using the internet. And an invoice for the late / missing items will be sent initiating Latrobe City's debt recovery process.
- Latrobe City Libraries charges fees for overdue item/s, item/s that have been lost or damaged. Fees are set each year by Latrobe City Council and are displayed at all libraries and on the Latrobe City webpage.
- Lost items will be invoiced to the member for replacement cost plus a processing fee.

Other information

- Latrobe City Libraries are not responsible for the suitability of any items or information accessed using library services.
- Commonwealth law permits children under the age of 16 to only borrow DVDs with a general viewing classification of General (G).
- Computer systems including the internet are not to 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.
- Please see Copyright information displayed at each Library for further information.

Appropriate behaviour

- Latrobe City Libraries provide a safe, respectful and friendly environment and members and visitors to the library are expected to behave in an appropriate manner.
- Members using Internet for gaming or other sites with high sound levels should use earphones. Members are encouraged to bring in their own earphones though these are available for purchase at each branch.
- Members or visitors who are under the influence of drugs or alcohol will be asked to leave the library.
- Inappropriate behaviour, damage to Latrobe City Council property or any act deemed offensive to others by staff will result in a maximum of two verbal warnings to cease or modify the behaviour.
- If after two warnings the member refuses to comply they will be asked to leave the library and the matter will be referred to the Coordinator Libraries as per the Library Act 1949 – Section 40.
- Complaints regarding breaches of the Conditions of Membership, Public Access Computer Guidelines or Internet Guidelines are to be directed to staff. The complaint will be escalated to a Senior Library Officer or Librarian and the Coordinator Libraries if required.
- Children are not supervised by staff. Parents/Guardians are required to take responsibility for the behaviour and safety of children under their guardianship.

Privacy

- Library member details are confidential records and will not be disclosed except in circumstances required or allowable by law.
- Personal information being requested by library staff is being collected by Latrobe City Council for the purpose of enrolling you as a member of the library and to enable us to keep track of items borrowed. It is also used to ensure that we comply with the provisions of the various legislation and industry codes relating to the provision of public computer and internet services. The personal information will only be used by Latrobe City Council for that primary purpose or directly related purposes.
- The applicant understands that the personal information provided is for the reasons outlined above and he/she may apply to the library for access to and/or amendment of that information. Further information may be obtained from the Privacy Officer on 1300 367 700.

Related policies and procedures

- Public Library Policy 11 POL-5
- Public Access Computers Guidelines