

Latrobe City Libraries Terms and Conditions of Membership

Membership to Latrobe City Libraries is free to all.

- To become a Library member, two forms of identification displaying your name and current address (e.g. a driver licence, health care card, etc) are required. If you don't have the required identification Latrobe City Libraries may allow you to join as a visitor with limited privileges.
- By signing a membership card, you are accepting physical and financial responsibility for all items borrowed, library equipment used, and information that you access electronically and agree to abide by all Latrobe City Libraries membership conditions.
- Any damage or loss of item/s must be reported to the library immediately. You will be billed for the replacement of any lost or damaged items.
- Children under 16 years of age require a parent or guardian to sponsor and sign their membership card. Parents or guardians are responsible for library materials borrowed on their child's card and information accessed through the internet and other electronic resources in the library.
- 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. Please report a lost or stolen card immediately to the library on 1300 367 700. A fee may be charged for replacement cards.
- You should inform the library of changes to your address and or contact information 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 a Latrobe City Libraries Branch

- Your membership card must be presented to borrow and use equipment or services such as the internet and public access copiers for printing and copying.
- Library cards if displayed on a card reading app on a mobile device are acceptable provided that the barcode, name and signature panels are clearly visible on the app and the barcode is scannable with standard library barcode scanners.
- Library members may borrow up to 25 items at a time and place holds for up to 10 items. Items can be returned at any branch of Latrobe City Libraries or any participating SWIFT Library.
- Books, talking books, magazines and audio visual items can be all borrowed for a period of twenty-one days.
- Item/s must be renewed on or prior to the return date. Items can be renewed twice, by logging onto the catalogue via the internet with your PIN; visiting or phoning the library on 1300 367 700; or emailing the library at: library@latrobe.vic.gov.au
- 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 to the Library until received by Library staff.
- When borrowing items, you will be issued with a receipt that includes a list of items on your membership card and the due date/s. Please check and retain the receipt for your records.

Latrobe City Libraries has a no fines policy

- Items borrowed from Latrobe City Libraries will not attract overdue fines.
- However, items not returned after 40 days will be assumed lost by the Library Management System and automatically incur a lost item and processing charge against your membership record.

- In this event, your membership will be 'barred' and you will be unable to borrow until the item/s is/are returned or the replacement and processing costs if applicable are paid.
- Reminder and pre-reminder notices are sent as a courtesy only, 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 landline messaging. If items are not returned after 40 days, you will receive an invoice for the replacement cost of the item/s by post.

Borrowing from a Participating SWIFT Library

- Latrobe City Libraries is a member of the SWIFT Library Consortium with over 100 branches across Victoria. You can use your membership card to borrow items when visiting participating SWIFT 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 SWIFT library.
- Many other SWIFT Libraries do have overdue fines and different loan periods. You will incur overdue charges for the late return of those items belonging to one of these libraries.
- Fines or lost items charges owed to a participating SWIFT Library may be paid at any of our library branches.
- Members who are 'Barred' from another SWIFT Library for non-return of borrowed or lost items will also be barred from Latrobe City Libraries until the issue has been resolved with that Library. We do not intervene in these matters on a member's behalf.

Appropriate Behaviour

- Latrobe City Libraries provide a safe, respectful and friendly environment; members and visitors to the library are expected to behave in an appropriate manner.
- Inappropriate behaviour, as defined in Latrobe City Council's Unreasonable Behaviours & Conduct 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.
- Members using mobile phones should be mindful that loud ring tones or conversation may be a distraction for other library users; staff may request that you lower your voice or move to another area to continue your call.
- If using Internet for gaming or other sites with high sound levels, you **must** use earphones. Members are encouraged to bring in their own ear-phones, however these are available for purchase at each branch.
- 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.
- Complaints regarding breaches of the Conditions of Membership are to be directed to staff. The complaint will be escalated to a Senior Library Officer or Librarian in the first instance and the Coordinator Libraries if required.
- Children are not supervised by Library staff. Parents/Guardians are required to take responsibility for the behaviour and safety of children under their guardianship. Children under the age of 10 years must be supervised in the library at all times.

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.