

# Guideline



## Library membership eligibility and responsibilities

### Summary

Membership eligibility and responsibilities are governed by the New South Wales Library Act 1939. The Central Coast Council maintains Library services for the Central Coast community. Non-residents who are considered to be part of the broader community can also apply for Central Coast Library membership.

### Purpose

The following guidelines provide an explanation of the categories, terms, and conditions of Central Coast Library Service membership.

### Membership

#### Full membership

Eligible persons are:

- a) Persons who pay rates to Central Coast Council and/or are residents of the Central Coast, and/or work or study on the Central Coast.
- b) Persons who are residents of the Lake Macquarie Local Government Area.

Each eligible person is entitled to a single library membership

Library membership is renewed every two years.

When library cards have not been used for 3 years, membership is removed from the Library Management System. Members with items or fees outstanding will not be removed from the system.

Library membership is free

#### Online membership

Eligible persons are:

- a) Persons who pay rates to Central Coast Council and/or are residents of the Central Coast.

Membership lasts for three months unless converted in person to Full, Temporary or Restricted membership.

Library membership is free.

#### Reciprocal membership

Eligible persons are:

- a) Visitors and non-residents who are members of their local public library service, as evidenced by a library card.

Membership lasts for 12 months.

Borrowing is restricted to five items.

Library membership is free.

# Guideline



## Library membership eligibility and responsibilities

### Temporary membership

Eligible persons are:

- a) Visitors and non-residents of the Central Coast who are not members of their local public Library.

Membership lasts for 12 months.

Borrowing is restricted to five items.

There is a non-refundable fee for Temporary Membership which is set in Council's Fees and Charges.

### Restricted membership

Eligible persons are people living in emergency or temporary accommodation who are unable to satisfy proof of residential address.

Membership is renewed every two years.

Borrowing is restricted to five items.

Restricted membership is free.

### Proof of identification

Paper membership applications are available, but not required if the customer presents appropriate identification in person.

Proof of name and current residential address is required for all applicants, excluding applicants for restricted membership.

For children under the age of 16 the parent, guardian or guarantor's identification must be provided. No proof of identification is required for the child.

The customer must provide one form of current electronic or hardcopy identification.

This may include:

- a) Driver's licence
- b) Pensioner Concession card
- c) Health Care card
- d) Proof of Age card
- e) Council notice or correspondence
- f) Other official correspondence (e.g. electricity invoice)
- g) School card (customers aged 16 to 18 only)

If current identification does not show a Central Coast address the customer may join as a temporary member and convert to full membership when their identification has been updated.

### Special circumstances

Customers under the age of 16 living in more than one household can have two memberships and two cards with differing guarantors, on request. Each guarantor must

# Guideline



## Library membership eligibility and responsibilities

provide proof of identification, as above.

When the membership progresses to adult membership, they will be asked to nominate which card they would prefer to keep.

### Converting Online membership

When customers join online, they are informed that their online membership is temporary, and they must visit a branch to become full members within three months or their membership will expire. They must provide proof of identification, as above, to become full members.

Customers under the age of 16 must bring a guarantor with them to apply for full membership and the Guarantor must provide proof of identification, as above.

### Terms of membership

- Customers may borrow up to 20 items.
- In addition to the 20 items customers may also borrow e-resources, these may have differing limits depending on the service.
- Library items have a loan period of 21 days, excluding magazines, Fast Flicks and Fast Reads which have a loan period of seven days. Special loan

periods apply to Bookmobile customers and Home Library Service customers.

- Customers are allowed one renewal of the same loan period for all library items unless the items are reserved by another customer or have progressed to the Long Overdue status (more than 14 days overdue).
- Overdue fees are not charged; however, customers will have their borrowing privileges suspended when items become 14 days overdue.
- Library membership includes access to the library's public computers. Guarantors can restrict access to the library's public computers for customers under the age of 16 when joining if they so choose.
- Items borrowed are the sole responsibility of the member who borrowed them. Items on loan to members under the age of 16 are the responsibility of the guarantor listed on the library management system.
- When a young adult customer progresses into the adult member category they will be responsible for their own borrowing.

# Guideline



## Library membership eligibility and responsibilities

- Items are loaned to members on the understanding that they will be returned by their due date, in the condition they were borrowed, allowing for normal wear and tear. Library supervisors will determine what constitutes normal wear and tear.
  - When an item is returned damaged, or not returned at all, the member who borrowed the item, or the member's guarantor, is obligated to pay the replacement value of the item, or part(s), plus any associated costs as determined by Council's Fees and Charges. In lieu of payment, damaged or lost items may be replaced with either a new copy of the same title or a similar, new item of equal or greater value.
  - Wireless charging pucks are available for loan to library members with a valid library card. It is the responsibility of the borrower to show due care for the Library's digital equipment. If an item of digital equipment is lost, stolen, or broken – whether in part or full – the associated costs for the replacement or repair of that item, or part, is the responsibility of the borrower.
- Replacement cost is calculated as the cost of the item as shown on the Library's LMS. Digital equipment must be returned to a staff member at the Circulation Desk and may not be returned in the book chute.
- Central Coast Library Service reserves the right to, either temporarily or permanently, suspend borrowing privileges or membership if the member does not adhere to these terms as outlined.

### Related resources

[Library Act 1939 No 40 - NSW Legislation](#)

[Library Regulation 2018 - NSW Legislation](#)

[Code of conduct](#)

[Fees and charges - Delivery Program and Operational Plan](#)

### Ask us a question

Please contact us at:

[Library@centralcoast.nsw.gov.au](mailto:Library@centralcoast.nsw.gov.au)