

SUNSHINE COAST LIBRARIES CONDITIONS OF MEMBERSHIP

Sunshine Coast Regional Council provides quality, free library services, accessible to all our communities. Sunshine Coast Libraries offers 9 Branches, 3 Mobile Libraries & Website - your community space to relax, to meet, to learn, to borrow and to access online services.

1 **BECOMING A MEMBER**

1.1 **Who can join**

Membership to Sunshine Coast Libraries is free and open to everyone: residents, ratepayers and visitors.

1.2 **How to join the library**

New members can join Sunshine Coast Libraries at any branch, mobile, or online through our website at www.library.sunshinecoast.qld.gov.au

New members will need to complete a membership form and provide both personal identification and proof of current permanent residential address. Those joining online will need to show identification at their first library visit, prior to borrowing library items.

Children under 16 will require a parent or guardian to undertake the membership registration.

Means of acceptable personal identification are:

- Driver's Licence
- Rates notice
- Electoral commission card
- Centrelink card e.g. Pension card, Health Care card
- 18+ Card
- Passport or Travel documents (visitors)
- Medicare Card
- Student Card

If none of these items show current address the customer should bring in one of the above **PLUS** one form of alternative identification such as:

- Telephone/Mobile Account
- Electricity Account
- Bank Statement
- Motor vehicle registration
- Pay slip
- Seniors Card
- Employer letter

If customers are unable to provide one of these identification types, please seek assistance from library staff.

2 USING THE LIBRARY SERVICE

Members will:

- Receive a library card which must be shown each time you borrow an item and choose a Personal Identification Number (PIN) providing access to online services.
- Advise the library of any changes to their personal details and to any children's memberships for whom they are guarantor in order to ensure accuracy of contact details.
- Be responsible for all items issued on their card whether borrowed by the registered member or some other person who was given approval to use the card by the card holder. If a library card is lost or stolen members should report it immediately so that a "stop" can be placed on the card to avoid its misuse.
- Return or renew items by the due date. When items become 28 days overdue borrowing privileges will be suspended until the items are returned. As a courtesy overdue notices are issued however failure to receive a notice will not absolve the customer's responsibilities.
- Return items in the condition in which they were borrowed. Members are liable for costs for damaged or lost items as per the current fee schedule. Replacement items cannot be accepted as an alternative to paying the fee. No refund will be given if lost items are found.
- Use audiovisual items (CDs, DVDs, Video tapes etc.) at their own risk. Sunshine Coast Libraries is not responsible for any damage to computers or other equipment resulting from the use of these items.
- A parent or guardian obtaining membership for a child under 16 acts as guarantor for that child's membership. Children remain the responsibility of their parent or carer while in the library. This responsibility extends to:
 - Items borrowed on the child's card for whom they are guarantor;
 - The selection or borrowing of library materials by the child;
 - The use of the Internet and library equipment; and
 - The behaviour of children within library facilities or attending library programs.

3 WHAT MEMBERSHIP INCLUDES

As a member of Sunshine Coast Libraries you can:

- Borrow up to thirty items for a three week loan period.
- Renew items twice, providing the item has not been requested by another customer.
- Reserve up to fifteen items. Reservation of library items is free and allocated items will be held up to 12 days for collection from a branch library and 17 days for collection from a mobile library.
- Enjoy free use of the library and library facilities. This use is at the discretion of the Library Manager.

Sunshine Coast Libraries offer extensive inter-library loan services to most members. Inter-library loans are available for the standard three week loan period. Inter-library loan items may be renewed at the discretion of the lending library. Where costs are charged by the lending library these will be passed on to the customer.

4 **MEMBERSHIP CATEGORIES**

CUSTOMER CATEGORY	DEFINITION	LOAN CONDITIONS	OTHER CONDITIONS
Adult	Resident or ratepayer aged 16 years and over	30 items/3 weeks 15 reservations limit 2 Toys	
Aged Care Facility	Institutions caring for the aged within the region	120 days/400-700 items	
Book Club	Group registration with access to Book Club Sets provided by Sunshine Coast Libraries	1 set (8 copies of 1 title)/6 weeks 1 Reservation limit	
Home Library	Persons who are unable to access libraries	30 items/6 weeks	Items selected & delivered by volunteers
Junior	Resident or child of ratepayer under 16 years	30 items/3 weeks 15 reservations limit 2 Toys	Age restricted access to MA15+ & R rated DVD/Videos
Literacy Tutor	Literacy tutors working within Sunshine Coast Libraries Programs	30 items/6 weeks 15 reservations limit	
No Fixed Address	Persons with no permanent fixed address	5 items/3 weeks 2 Toys	10 reservations No inter-library loans
Online Registration	Person who has registered to join Sunshine Coast Libraries online	NIL	Customers may use online services Only.
Teacher	A teacher working in an educational facility within the SCRC area.	30 items/3 weeks 15 reservations limit	Needs to re-register each January with proof of placement in local school
Visitor Adult	Person over 16 years temporarily visiting the SCRC area.	30 items/3 weeks 15 reservations limit 2 Toys	To borrow Interlibrary loans visitors must provide a local or mobile phone number
Visitor Junior	Person under 16 years temporarily visiting the SCRC area.	30 items/3 weeks 15 reservations limit 2 Toys	