

Policies Register
incorporating
policies, procedures and protocols
Clarence Regional Library

Circulation & Membership Policy

Policy, procedure, protocol

Policy

Adoption date

April 2018

Review due date

April 2022

Responsible officer

Regional Librarian

Clarence Regional Library: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga and Yamba and Mobile Library



Aims and Objective of the Policy

The policy has a number of aims and objectives:

- Promote freedom of information
- Ensure equal access to the Library's materials and information for members for the Clarence Regional Library
- Ensure the member understands his/her responsibilities when using the Library's resources
- Safeguard the Library's resources

1. Registration of Borrowers

- All permanent residents and ratepayers of the Clarence Valley Council and Bellingen Shire Council are eligible to register for membership to the Clarence Regional Library service (Proof of residency or rate payment is required).
- Individuals who are not permanent residents but are current members of another public library service may also join as a reciprocal member (Proof of reciprocal membership is required).
- Non-permanent residents who are not registered with another library service may also join as a temporary member, provided suitable identification is provided and the payment of a partly refundable deposit is made (See Clarence Regional Library Schedule of Library Fees & Charges). A driver's licence or other photo identification along with proof of current address is required for verification of residency.

An individual who applies for a library card is required to sign the application (in blue or black pen) and accept responsibility for all items borrowed. If a person is unable to sign his/her name then another person may sign on their behalf. Individuals under the age of 15 require a parent or guardians signature and proof of the guardians address must also be provided. Cardholders and parent/guardians of junior and young adult members are responsible for all the items borrowed by that member.

Members are required to present their library cards at the service counter for the most efficient service. If an individual has forgotten his/her library card Library staff may ask to see some identification before issuing items if that person is not personally known to them.

Members details will be checked at regular intervals to ensure records are accurate. Inactive cards are deleted every 2 years from the Library's records.

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A library card will be issued upon membership; individuals that have lost or damaged their cards are responsible for paying for a replacement card (See Clarence Regional Library Schedule of Library Fees & Charges).

1.1 Loan Periods and Renewals

All material available for borrowing has a loan period of 28 days. Items with 5 or more reservations are classified as high demand and will have the loan period adjusted to 14 days in order to provide fair access. Additional copies of these items are usually purchased.

Renewals may be made by phone, through the online catalogue or in person.

The loan limit is 30 items per card.

In addition to catalogued/barcoded stock the library also holds a selection of uncatalogued donated material that is also available for loan.

Borrowing rights may be adjusted to meet individual needs on a case by case basis at the discretion of the Library Staff or the Regional Librarian.

1.2 Overdue Material/Fines

It is the responsibility of members to be aware of the due date for items borrowed. The late return of library material prevents other users from accessing the material. Fines are charged to encourage the timely return of material.

Fines are charged after the due date at the rate outlined in the Clarence Regional Library Schedule of Fees and Charges. Items not returned after 28 days past the due date will be considered lost and a letter of demand may be sent as a result. In cases where there may be grounds for waiving fines, the matter should be referred to the Supervisor or the Regional Librarian. Borrowing privileges will be temporarily suspended when fines owed reach the threshold outlined in the Schedule of Fees and Charges, or when notice of "Lost Book/Account" (28 days overdue) is registered in the borrowers account.

1.3 Lost or Damaged Material

Materials that are lost or damaged beyond repair must be paid for by the borrower. Payment for lost books includes the replacement cost (incl. GST) and processing fee per item.

1.4 Reservations

Individuals may reserve 20 items that are currently on loan, held at the various library service locations or on order. Reserves may be placed in person, over the phone or via the online

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catalogue. Notification of availability of reserved material will be made either by written correspondence, email, or by sms. Material awaiting collection will be held for 10 days at the circulation counter. Uncollected material will be made available to the next reserve request or placed back on the shelves.

A reservation request may be cancelled by a client at any time by contacting the Library or through the clients account on the online catalogue. Clients that no longer require a reservation for a particular item are requested to contact the Library as soon as possible. This will enable the Library to forward the item on to the next client on the reservation list or return it to the shelves and made available for general lending.

A non-collection fee may be applied to clients that do not collect their reservations.

1.5 Inter-Library Loans

Material not available within the Regional Library Service may be requested through interlibrary loan (ILL). Members receiving ILL must abide by the due dates and any other restrictions that are set by the lending library. An administration fee is applied to each request. Any additional charge applied by the lending library will be passed on to the borrower. An outline of the inter-library loan fees can be found in the Clarence Regional Library Schedule of Library Fees and Charges.

Should an inter-library loan request be no longer required by a client it may be cancelled by the client at any time prior to that request being processed by the Reader Services Officer without a charge. However, once the request is processed the standard administration fee does apply to each request.

Cancellations of an inter-library loan request can be made by contacting the library by phone, email, in person or through the clients account on the online catalogue.

The loan conditions for inter-library loans are largely determined by the lending library. Extensions to the loan period must be approved by the Reader Services Officer before the due date.

1.5.1 Return of Library Materials

The return of library materials can be made at any of the Clarence Regional Libraries: Bellingen, Dorrigo, Grafton Iluka, Maclean, Urunga and Yamba including the mobile library either in person or via the post.

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2. Membership categories

Within our membership a number of different categories exist, these include the following

- Adult
- Junior
- School
- Book Club
- Institutional
- Home Library Service
- No fixed address

Adult and Junior and Reciprocal memberships are the most common form of membership for the library service. The other categories differ in the following ways:

- Reciprocal
 - Maximum of 6 items to borrow
 - Proof of reciprocal membership required
- School membership:
 - This is a membership organised by a school or preschool for a whole class group of children on the Mobile Library service stops. We do not charge overdue fees for this category.
- Book Club membership:
 - This membership is set up for the facilitators of Book Clubs and is used for borrowing and reserving Book Club Kits for the Book Club members only. This membership is in addition to their own individual membership.
- Institutional membership:
 - Institutional membership is for the use of schools, preschools, nursing homes etc where the institution is prepared to cover the costs of membership ie) lost and damaged items. Institutional membership can provide an extended borrowing period with a maximum of 100 items.
- Home Library Service membership:
 - Overdues are not charged for this category but lost and damaged items are charged.
 - A letter from a health professional recommending the service is required.
- No fixed address membership:
 - Maximum 6 items to borrow
 - Must provide a phone and/or email contact point

Original Policy August 2007 adopted by the Executive Council - Clarence Valley Council

Revised Policy February 2011 adopted by the Executive Council – Clarence Valley Council

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Revised Policy April 2018 adopted by Executive Council – Clarence Valley Council

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