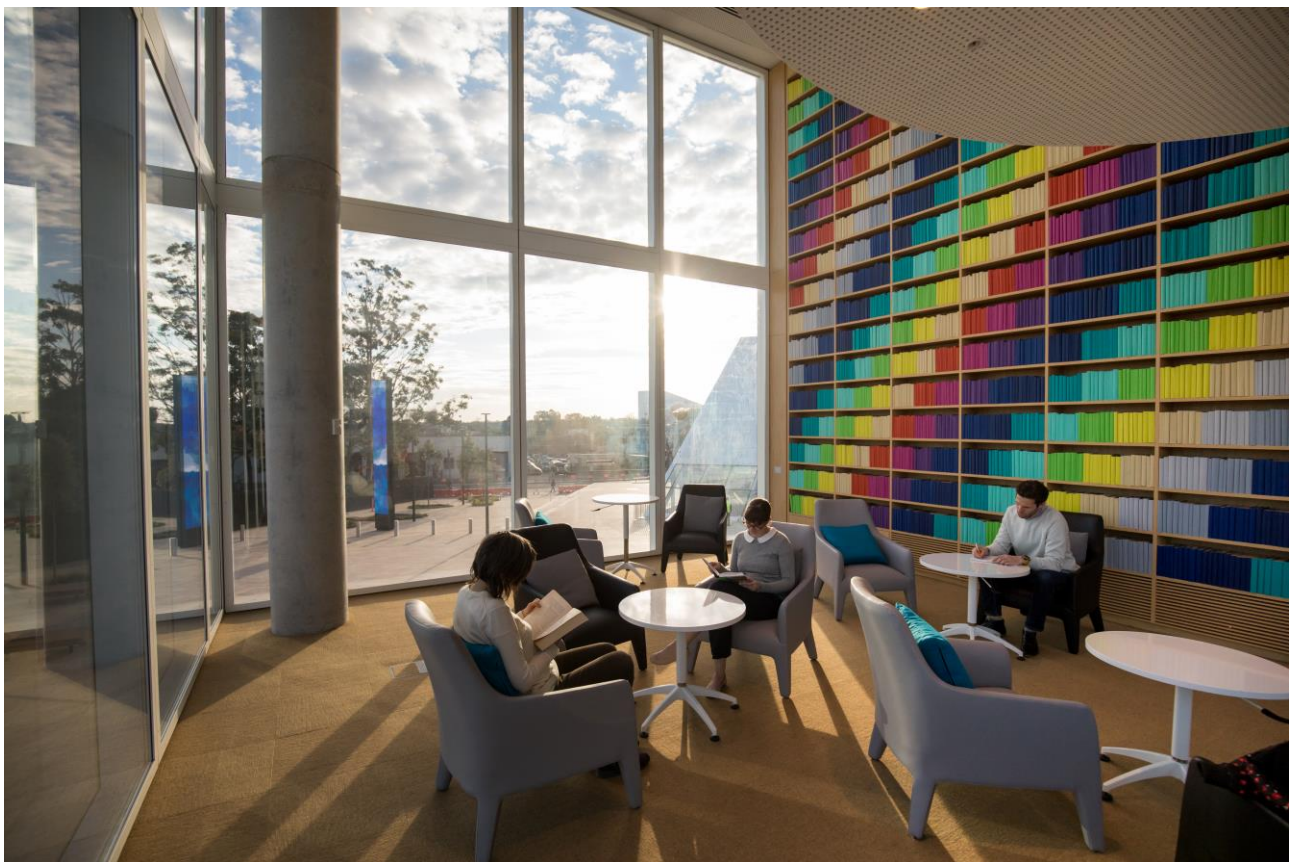


Library membership guidelines



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Introduction

The City of Sydney Library provides opportunities for education, life-long learning and recreation with free access to information. These guidelines detail our commitment to equity of access and outline the free membership types offered to our communities.

All community members can access our spaces, services and physical collections within the library network without becoming members.

Becoming a library member allows access to more services and borrowing from our collections or reading them from home.

As part our commitment to equity of access, we provide free membership, with varying conditions, to suit a range of circumstances.

We follow the [Library Act 1939](#) which enables free loans of library material from the City of Sydney's collection for its members. Under section 10 of the Act, we accept funding from the state government to provide free membership to residents of the [City of Sydney local area](#).

This guideline is informed by industry standards and guidelines, including:

- State Library of NSW
 - [Library Council guidelines](#)
 - [Access to information in NSW public libraries guidelines](#)
 - [Living Learning Libraries: Standards and guidelines for NSW public libraries](#)
- Australian Libraries & Information Association
 - [APLA–ALIA Standards and Guidelines for Australian Public Libraries](#)
 - [Statement on public library services](#)
 - [ALIA free access to information statement](#)
 - [Statement on Information Literacy for all Australians](#)

Membership eligibility and types

The City of Sydney Library offers free memberships in 3 categories: full, temporary and visitors.

Library staff will determine an applicant's membership type based on their circumstances and the information they provide to support their application. A member can change their membership type at any time if they meet the relevant eligibility requirements.

Memberships are open to an applicant's children, with approval from their parent or guardian. The parent or guardian is required to show proof of identity, address and their relationship to the applicant.

Membership is available to independent minors aged 16 years or older. If they have proof of identification verifying their address, their parent or guardian is not required to attend the library and provide permission.

A person can only have one active library membership at any time.

Full membership

A full membership is valid for 3 years and provides access to all collections, including digital resources.

Full membership allows loans of up to 30 items, category limits apply.

Individuals wishing to join are required to complete a membership application by providing proof of identity and their NSW residential address.

Institutional membership

Institutional membership is available to businesses and organisations operating in the City of Sydney local area such as childcare centres, aged care facilities and schools. To join as an institution, an individual needs to be appointed to represent the institution. The institution also needs to accept our membership conditions and be accountable for items loaned.

The representative will need to provide proof of identity as well as official correspondence on a letterhead confirming their appointment.

Institutional memberships have the same loan conditions as other full membership types.

Home library membership

Our home library membership is available for individuals or those living in institutions who experience challenges accessing their nearest library, such as:

- illness or chronic conditions, frailty or disabilities that prevent them from accessing a library
- living in residential facilities, including aged care facilities or supported accommodation
- full-time caring obligations
- recovering from illness, injury or operation
- other special circumstances.

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To join, applicants or their carers can contact our home library team who will arrange a home visit. Applicants may need to provide certification or referral demonstrating eligibility.

Home library memberships have the same loan conditions as other full membership types.

Temporary membership

Temporary membership is available for those who may be experiencing homelessness or living in a refuge or do not wish to disclose their address for safety reasons.

A temporary membership is valid for 12 months.

Those wishing to join are required to complete a membership application and attend a staffed branch in person to provide proof of identity.

Temporary memberships allow access to our physical and digital collections and loans of up to 10 items, with category limits and some exclusions.

Visitor's membership

Visitor's membership is available to anyone who lives outside of NSW, is visiting from overseas or staying at a temporary address in Sydney.

A visitor's membership is valid for 3 months.

Those wishing to join are required to complete a membership application and attend a staffed branch in person to provide proof of their identity.

Visitors can access our physical and digital collections and loans of up to 5 items, with category limits and some exclusions.

Requests for membership that falls outside of these types and conditions can be made in writing to the Manager Libraries and Learning and will be considered on a case-by-case basis.

Membership expiry and renewal

When a membership approaches expiry, members are sent a reminder with renewal instructions through their preferred communication method.

To renew their membership, members are required to attend a staffed branch and show proof of identity and address. City of Sydney residents and ratepayers can renew their membership online without attending a branch, by emailing proof of their name and address.

Proof of identity documents are permanently deleted after being verified and are not stored in City of Sydney systems.

If a member is unable to meet the renewal requirements before their membership expires, their account will be automatically suspended on the expiry date. It can be reactivated when they have met the renewal requirements.

Lost library cards can be replaced upon renewal, free of charge.

Terms and conditions of membership

All community members can apply for membership by completing an online or paper application form. When completing the membership application online they're given a temporary membership number to access their online account.

Applicants are required to verify their membership by supplying proof of identity and their address status. As part of the application process, applicants are required to accept the library's conditions of membership.

Parents and guardians are required to accept these terms and responsibilities on behalf of their child under 18. By enabling a library membership for someone under 18, they grant access to the internet from library computers and our online resources.

We recommend parental supervision of children and young people when they access library collections and services, and while they're browsing the internet in the library.

A membership is considered active once the applicant has completed the identification requirements with library staff and a library card number has been issued.

Acceptable forms of identification

Identification documents can be presented in a physical or digital format. Electronic documents can be printed, displayed on a computer screen or a device. Personal letters, envelopes or emails printed or on screen cannot be accepted as proof of identity.

Documentation must be sighted by staff for identification purposes but are not kept by the City of Sydney.

Accepted identification types can include:

- driver licence
- RMS/RTA identity card
- passport
- concession card / health care card / Medicare card
- lease / rental agreement
- utility bills or rates notice
- bank statement
- school ID
- proof of age / identity card
- official communication from a bank, financial institution, educational institution or company which identifies an address of residence
- parents and guardians can also supply family insurance card, adoption or fostering papers, exchange student agency letter or birth certificate
- temporary membership applicants can also supply a letter from a GP, social worker or supporting organisation.

Online account access

When joining the library, members can view their account status, the items they have on loan, loan due dates, renew their loans, make and manage reservations, see their loans history and details of any charges owing.

They can also see any messages from the library and make suggestions for purchase or request inter-library loans.

Loan conditions

All library members can use library computers free of charge for up to 3 hours per day.

The standard loan term is 3 weeks, with the option of up to 2 renewals if the item hasn't been reserved by anyone else.

With a full membership, up to 30 items can be borrowed at any time. Limits apply to some item categories:

- ebooks and eaudiobooks: 5
- ecomics: 10
- emusic: 5 hours streaming per day, download 3 songs per week
- inter-library loans: 5
- library laptop: one for 3-hour loan, in branch only
- musical instruments at Green Square Library: with music room hire only
- phone charger: one for 3-hour loan, in branch only
- toys: 10
- tabletop games: 2
- video game consoles, makerspace kits or ukuleles: 1 of each.

Some categories have unlimited access, such as emovies on Beamafilm, and emagazines and enewspapers.

With a temporary membership, up to 10 items can be borrowed at any time, with up to 3 toys, one makerspace kit and up to 5 inter-library loans.

With a visitor's membership, up to 5 items can be borrowed at any time. This membership type is unable to borrow from special collections or access the inter-library loans service.

Membership suspension

A membership may be suspended if the terms of its agreement aren't met. This includes returning items on time, paying for lost items, following the conditions of entry or the internet terms of use.

To assist members in managing their account, those who provide an email address will receive reminders ahead of membership expiries and loan due dates. Overdue reminders and invoices for lost items are sent according to the member's preferences.

A library membership may be suspended if a member:

- updated their address online and library staff verification is required
- hasn't renewed their membership before the expiry date
- has overdue items to return
- needs to pay outstanding fees or charges

Library membership guidelines

- has been excluded from accessing library services for a period of time due to unreasonable conduct.

When a membership is suspended, members will no longer be able to borrow, access our free computers or connect with our online resources.

Members who need to verify new address details or renew their membership should speak with library staff. Staff will confirm their details and renew or reactivate their membership.

Our libraries don't charge fines for late or overdue items, but loan privileges will be suspended until overdue items are returned. We charge for lost and damaged items and the account will be suspended until the member pays the charges.

Community members who have been excluded from library services will need to wait out their exclusion period. Before their membership is reactivated they need to meet with the manager library services to confirm they understand and agree to the library conditions of entry and use of services.

Cancelling memberships

Membership can be cancelled in person, over the phone or by email at any time. Library staff will require proof of identification before archiving the membership. Memberships can be reactivated in the future, but depending on the time lapsed, a new membership application may be required.

Third-party online resource providers manage their own account information created by members.

Privacy and records management

Member information will be managed in line with the City of Sydney's privacy management plan and records management policy.

The library uses various platforms to distribute online resources. Use of these platforms is subject to agreeing and complying with each platform's own terms and conditions. It's a member's responsibility to check the platform's privacy terms and be aware of how they use and store personal information.

