

# Library membership guidelines

## Guideline No. 7101.001.I.N

### 1 Purpose

To establish clear guidelines for access to, and usage of, the collections and services of City of Darwin Libraries.

### 2 Scope

These guidelines are applicable to all individuals and organisations seeking membership with City of Darwin Libraries, or members of any other public library service in the Northern Territory (NT.)

The membership guidelines define the various categories of City of Darwin Libraries' memberships and their associated borrowing privileges and covers eligibility criteria, loan limits, loan periods and borrowers' responsibilities.

### 3 Guidelines

#### 3.1 Types of membership

##### Adult Membership

NT residents aged 16 and over are eligible for Adult membership, provided they can produce photo ID and proof of NT residence.

Photo identification is to include holder's name and photograph. For example:

- Current NT driver's licence
- Defence Force ID
- Student card
- Interstate driver's licence
- Work ID card
- Passport
- Proof of age card

Proof of NT residential address requires current documentation verifying residence in the NT. Any official business letter showing a name matching the provided photo ID and an NT residential address is accepted.

For example:

- Current NT driver's licence
- Health Care card
- Pension card
- Enrolment to vote card

- Lease agreement
- Phone, power, water bill
- Bank statement.

## Child Membership

Children whose parents are NT residents are eligible for Child membership provided that:

- The parent/guardian can produce acceptable photo ID and proof of NT residence
- The parent/guardian accepts responsibility for their children’s access, selection and use of all library items and services, in both physical and digital formats.
- The parent/guardian accepts responsibility for fees or charges for lost or damaged library items borrowed on the child’s membership.
- The parent/guardian signs the new membership card.

## Lite membership

Lite Membership is a temporary membership type designed for both visitors and NT residents who may not be able to provide photo identification and/or proof of NT residence. Lite Membership is valid for 12 months, gives the holder access to the online resources and allows them to borrow a maximum of three physical items at a time.

To obtain a Lite Membership, any of the following alternative identification methods may be accepted:

- Bank card
- Basics card
- Employee ID card
- Healthcare card
- Medicare card
- Photo ID such as student ID, interstate driver’s licence, passport, 18+ card or Ochre card
- Utility bill
- Rental agreement
- Bank statement

A Lite Membership can be upgraded to an Adult or Child Membership for full borrowing privileges on presentation of an acceptable photo ID and proof of NT residential address.

Lite Membership does not allow access to the inter-library loan service.

Children may become Lite members provided that:

- The parent/guardian can produce one of the alternative forms of identification listed above.
- The parent/guardian accepts responsibility for their children’s access, selection and use of all library items and services, in both physical and digital formats.
- The parent/guardian accepts responsibility for fees or charges for lost or damaged library items borrowed on the child’s membership.
- The parent/guardian signs the new membership card.

| Version: | Decision Number: | Adoption Date: | Next Review Date: |
|----------|------------------|----------------|-------------------|
| 1        | N/A              | 2 October 2023 | 2 October 2025    |

**Responsible Officer: Executive Manager Library and Family Services**

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## Online access membership

Online Access Membership is a restricted membership type that provides access to the public access PCs within the Libraries and the online collections including eBooks, eAudiobooks, digital magazines and online databases. This membership type does not permit the borrowing of items from the Library collections, including laptops or tablets for in-library use.

NT residents aged 16 and over are eligible to apply for Online Access Membership via the website. Children may obtain an Online Access Membership if their parent or guardian attends the Library in person and:

- The parent/guardian accepts responsibility for their children's access, selection and use of all library items and services, in both physical and digital formats.
- The parent/guardian signs the new membership card.

## Institutional membership

For NT institutions such as nursing homes, or crèches.

Institutions may apply for institutional membership on completion of the Institutional Membership Application Form.

Two permanent employees of the institution who are in positions of responsibility, and who are willing to accept personal responsibility for items borrowed in the name of the institution, must sign the form.

## Other library memberships

City of Darwin Libraries provide reciprocal borrowing privileges of the physical library collection to members of any other public library service in the NT.

### 3.2 Loan Limits

**Adult/Child and Institutional Members** have no limit on physical items including books, magazines, audiobooks, DVDs and CDs that be on loan at any given time. With the exception of Library tablets/laptops, where only one device can be borrowed at a time.

**Lite members** are allowed a total of three physical items on loan at a time including books, magazines, audiobooks, DVDs and CDs. This limit may include one of the Library tablets/laptops.

**Online access members** cannot borrow physical items from the Libraries' collection.

In addition, all City of Darwin Libraries' members may borrow:

- 15 Libby eBooks or eAudiobooks
- 8 BorrowBox eBooks
- 8 BorrowBox eAudiobooks

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All City of Darwin Libraries' members have unlimited access to all other online library resources such as eMagazines, and research databases.

Other NT Libraries Memberships do not have access to the Libby electronic resources. Loan limits for the physical collection are as defined by their home library.

### 3.3 Loan periods

The table below details the loan periods applicable to items available for borrowing.

| Item Type                     | Loan Period |
|-------------------------------|-------------|
| Books, DVDs, CDs, Audiobooks  | 4 weeks     |
| Magazines, Most Wanted        | 2 weeks     |
| Libby eBooks, eAudiobooks     | 3 weeks     |
| BorrowBox eBooks, eAudiobooks | 2 weeks     |

### 3.4 Reserving Items

All items available for loan within the City of Darwin Libraries, Palmerston Library and Taminmin Library may be requested, including items on loan, items available on the shelf, and new items that are still on order. There is no charge for this service.

### 3.5 Inter-library loans

An item that is borrowed from a library outside of the City of Darwin, Palmerston or Taminmin Libraries is considered an inter-library loan. Special conditions apply:

- Inter-library loans are only available to Adult and Child library members and are not to be on-loaned to any other person or organisation.
- City of Darwin Libraries will not inter-library loan best sellers, romance paperbacks, reference, CDs, DVDs, audiobooks, textbooks, books published before 1900 or within the last 12 months.
- City of Darwin Libraries do not inter-library loan for formal study purposes unless the item is available from an NT Public Library.
- A \$28.50 fee applies for interstate inter-library loans.
- Items must be returned by the given due date and customers are liable for any costs associated with late returns, cancelled and uncollected items.
- Inter-library loans cannot be automatically renewed.
- Where an inter-library loan item is lost, damaged or not returned, the replacement cost of the item and a \$65.00 processing fee will be charged.
- City of Darwin Libraries reserve the right not to proceed with an inter-library loan.

### 3.6 Renewing items

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Items (excluding inter-library loans) can be renewed once, online, by phone or in person at any time before the due date, provided they have not been requested by other library members. Where an item is not returned on the due date and has not been requested by another borrower, the loan will be automatically renewed for a further two weeks, on one occasion only. Once the extended due date is reached, the item becomes overdue.

Items in the Most Wanted Collection cannot be renewed.

### 3.7 Overdue items

Once an item is overdue for three days, an overdue notice will be issued. If the item is still not returned within a further seven days, an invoice / final notice will be issued. No further borrowing will be allowed until the invoice is paid, or overdue items have been returned.

### 3.8 Lost or damaged items

Where item/s are lost or damaged, City of Darwin Libraries will issue an invoice to the borrower for the cost of replacing the item/s, plus a processing fee. No further borrowing will be allowed until the invoice is paid and/or all lost items are returned.

### 3.9 Borrowing without a library card

Library members who present without their library card can borrow items by presenting photo ID, or by confirming identifying details of the library account to library staff, such as address, date of birth, email address and/or items on loan.

### 3.10 Lost or stolen cards

Lost or stolen library membership cards may be replaced on presentation of acceptable photo ID at any City of Darwin Library, or by confirming identifying details of your library account to Library staff such as address, date of birth, email address and/or items on loan.

### 3.11 Members' responsibilities

By signing their own, or their child's membership card, members agree to:

- Return items on or before the due date or check whether the item can be renewed.
- Reimburse City of Darwin for any loss or damage to Library items in their possession.
- Accept responsibility for their child's choice of items and use of the internet.
- Report lost or stolen cards to City of Darwin Libraries immediately.
- Notify City of Darwin Libraries of any changes to contact details provided.

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- Accept City of Darwin’s Privacy Statement.
- Accept the Library & Archives NT Digital Services Privacy Policy.
- Comply with the City of Darwin Libraries ICT facilities conditions of use.
- Comply with the City of Darwin Libraries Code of Conduct.
- Comply with the City of Darwin By-Laws 2023.
- Comply with the Copyright Act 1968 (CTH).

### 3.12 Cancellation of membership

Library members can choose to cancel their membership at any time provided all outstanding loans are returned or invoices for lost/damaged items have been paid.

## 4 Definitions

**Child** - For the purposes of the guidelines ‘child’ means a person less than 16 years but also includes 16 and 17 year olds who are unable to produce acceptable photo ID and proof of NT residential address.

**Most Wanted Collection** - is a special collection marked with an Ochre Most Wanted sticker that contains popular new release items. Items in this collection have a 2-week loan limit and cannot be renewed.

## 5 Legislative references

City of Darwin By-Laws 2023

*Copyright Act 1968* (CTH)

## 6 Procedures / related documents

0044.100.E.R Public Library Service Policy

7105.001.E.N Collection Development Guidelines

City of Darwin Libraries Code of Conduct

City of Darwin Libraries ICT facilities conditions of use

City of Darwin Privacy Statement

Institutional Membership Application Form

Library & Archives NT Digital Services Privacy Policy

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## 7 Responsibility / application

These guidelines will be reviewed every two years or at such other time as necessary.

All City of Darwin Library members are responsible for ensuring that they understand and adhere to these guidelines.

The implementation, maintenance and compliance with these guidelines is the responsibility of the Executive Manager Library and Family Services

## 8 Document Control

| Document Number |                 |               | Responsible Officer: |                  |
|-----------------|-----------------|---------------|----------------------|------------------|
| Version         | Decision Number | Adoption Date | History              | Next Review Date |
| 1               | N/A             | 02/10/2023    | Version 1 created    | 02/10/2025       |
| 2               |                 |               |                      |                  |
| 3               |                 |               |                      |                  |