

Membership

The Goldfields Library Corporation (GLC) provides access to resources in many forms at no cost:

- Over 300,000 catalogue items to loan.
- 20,000 eResources through our eLibrary, including eBooks, audio books and training videos.
- Internet connected library computers.
- Wifi to connect your device to the internet.

Becoming a member

- Anyone can become a member of the GLC.
- If you are under 16 you must have a parent or guardian authorise your membership.
- You can register for membership online and then visit a library branch or agency to confirm your details and receive your library card.
- To become a member you must provide photo identification with a current address.
- If you have no fixed address, you can register with a mobile phone or email contact.
- The GLC is a Child Safe organisation and we are committed to ensuring all children are safe and welcome in our library branches and agencies.

Borrowing

- To borrow items you must present your library membership card or current ID.
- Magazines and DVDs are available for a one week loan. All other items are available for three weeks.
- Items with a three week loan and DVDs may be renewed five times. Magazines may be renewed once.
- Items can be renewed unless reserved or long overdue.
- Items can be renewed online, by phone or in person at any GLC branch or agency.
- Items may be returned to any GLC branch or agency.
- Afterhours chutes are available at all branches. Items left in the chute afterhours are regarded as having been returned on the next open day.
- A reservation and inter-library loan service is available for those items which are on loan, available at another branch or at another library service. A small fee is charged for the inter-library loan service. You can place your own reservations for most items via the public access catalogues at our branches or through the GLC's online catalogue.

Lost membership cards

- You must report lost membership cards to the GLC immediately.
- You will be held responsible for any items borrowed before the loss is reported.

Overdue and lost items

- Overdue fines are charged for the late return of items. Fines are charged at 25 cents per day per item.
- You cannot borrow if you have five or more overdue items, have long overdue items (four weeks overdue), or more than \$10 in fines.
- Any charges incurred by the GLC due to lost or damaged inter-library loans will be passed on to the patron and are non-refundable.
- All costs incurred by the GLC due to items lost or damaged whilst in your care must be reimbursed.

Privacy

- The GLC values an individual's right to privacy and is committed to protecting the personal information we collect and use.
- All members should read and understand the GLC Privacy Policy 2018.
- See our Privacy Statement regarding how we handle your personal information.
- Please advise us immediately if you change your name or contact details.

Use of the public computers, WIFI and Internet

- All members should read and abide by the Public Computers, WIFI and Internet Policy terms and conditions.
- Goldfields Libraries promotes the safe and responsible use of technology and the internet according to eSmart principles.
- Breach of the policy terms and conditions may result in withdrawal of membership.

Code of Conduct

All staff, volunteers, members and patrons are expected to abide by the GLC Code of Conduct whilst in our library branches and agencies.

We will:

- Provide a welcoming and safe place for everyone, including children.
- Assist you with your enquiry and provide expert advice and support.
- Treat you with respect and be courteous to you.
- Offer access to spaces, resources, collections and activities.
- Protect your personal information and privacy.

Patrons will:

- Be respectful and courteous to other patrons and staff.
- Follow staff directions if required, especially in an emergency.
- Treat library facilities, collections and equipment with care.
- Supervise and look after children and those in your care.
- Be eSmart and stay safe online.

Children in the library

The GLC is a Child Safe Organisation and welcomes children and their families to our libraries. However, the library expects parents and carers to take responsibility for the safety and activity of children under the age of 16 and to monitor them while in the library. Children should not be left alone in the library and staff have the authority to respond to a child who is unattended and is causing concern (for example, if the child is upset, is behaving inappropriately, or has not been met at the time of closing).

In the first instance staff will contact the parent or guardian listed on the child's membership record if they are a member, or an adult that the child can identify. If necessary, staff may call an appropriate service or law enforcement for assistance.

Breach of the terms and conditions

GLC branch managers have the authority to take appropriate action in the instance of a breach of these terms and conditions. This may include:

- A verbal explanation of the terms and conditions and the consequences of a further breach.
- A written notification detailing the breach and consequences of further breaches.
- A suspension or withdrawal of membership in extreme circumstances.
- Branch managers will take appropriate and immediate action in the case of disruptive or abusive behaviour in library branches or agencies.
- Illegal activity in any GLC branch or agency is not tolerated and will be reported to the relevant authority.

FURTHER INFORMATION

Goldfields Library Corporation

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