

Membership

Goldfields Library Corporation (**GLC**) provides access to resources in many forms for free, including:

- Books, DVDs (including movies and TV series), audio books, book club sets, and magazines to loan.
- E-library resources, including e-Books, e-Audiobooks, newspapers, movies and magazines.
- Free Wi-Fi 24/7 and internet-connected library computers
- Access to printing, photocopying, and remote printing options
- A full seasonal program of free events and activities for adults, children, and young people.

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 need to provide photo ID with a current address, or a utility bill that shows a current address.
- If you have no fixed address, you can register with a mobile phone or email contact.
- GLC is a Child Safe Organisation, and we are committed to ensuring all children are safe and welcome in our library branches and agencies.

NB: There is no requirement to provide identification when registering with a library agency. Rather, the membership card will be posted to you, and this will serve as verification of address.

Borrowing

- To borrow items, you must present your membership card or current ID. If you don't have your membership card or ID, our staff will ask you a series of questions to verify who you are. We will not ask you for your current address.
- Magazines and DVDs are available for a one-week loan. Most 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.
- Some local and special collections can be used in our branches and are not available for loan.
- Items will be renewed automatically unless reserved, or if the renewal limit has been reached.
- Items can also be renewed online, by phone, or in person at any GLC branch or agency.
- Items may be returned to any GLC branch or agency.
- Our e-Library is available to download 24/7 using your library card number and PIN.
- Afterhours returns 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, or by using the library catalogue app, Spydus.
- Members are also able to suggest purchases for items not currently held in our collection.

Overdue, lost or damaged items

- We don't charge overdue fees – we encourage you to return your library items within the borrowing period. However, you won't be able to borrow if you have items that are more than 21 days overdue.
- If you lose or damage items in your care, we will ask you to reimburse us for any replacement or repair costs and charges. This includes inter-library loans that you have requested from another library. These charges are not refundable.

If you lose your library card, please report it to us immediately. There is a small replacement fee. You are responsible for any items borrowed before the loss is reported.

Privacy

- 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 and the Privacy Statement which explain how we handle your personal information.
- Please advise us immediately if you change your name or contact details.

Acceptable Use of Public Computers, WIFI and Internet

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

Our commitment to safe and welcoming spaces

We want our library branches and agencies to be welcoming spaces for everybody. We expect our staff, volunteers and members to keep to a shared Code of Conduct that makes everybody feel included and safe.

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.

You will:

- Be respectful and courteous to other patrons and staff.
- Follow reasonable staff directions, especially in an emergency.
- Treat library facilities, collections, and equipment with care.
- Supervise and look after children and those in your care and assume responsibility for the way they use library facilities, collections, and equipment
- Be e-Smart and stay safe online.

Children in the library

GLC is a Child Safe Organisation and welcomes children and their families to our libraries. However, we expect 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 Police for assistance. Please read our Child Safety and Wellbeing Policy for further information.

Breach of these terms and conditions

Goldfields Libraries managers have the authority to take appropriate action if you breach 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.
- Managers will take appropriate and immediate action in the case of disruptive or abusive behaviour.
- Illegal activity in any branch or agency is not tolerated and will be reported to the relevant authority.

Further Information: ncgrl@ncgrl.vic.gov.au | Goldfields Libraries, 259 Hargreaves St, Bendigo 3552