

# WWCL Membership Procedure

---

The Wagga Wagga City Library (WWCL) is committed to providing the public with opportunities to satisfy both their recreation and information needs in safe and welcoming environments.

## Purpose

The purpose of this Procedure is to outline the conditions of membership of WWCL.

## Scope

Wagga Wagga City Library.

## Procedure Provisions

General Principles of the Wagga Wagga City Library Membership Procedure

The Wagga Wagga City Library offers membership in a number of categories to suit most patrons.

### Registration options

- Adult Membership – current residents and ratepayers from Wagga Wagga City Council Local Government Area are able to join free of charge. Identification with current address is required to obtain library membership. Please see the list of current accepted forms of identification below.
- Independent Junior Membership – applies to Juniors (under 18 years of age) who live independently of a parent or legal guardian and can prove such with an accepted form of identification. This membership type will be given the same Membership Category and borrowing privileges as an adult membership.
- Junior Membership – applies to those under 18 years of age who are a dependent. A Junior Membership allows the minor to access the non-restricted collection items as well as use the internet whilst in the branch libraries. Junior Membership requires the parent or guardian's signed permission on the membership form. A guarantor is required at the time of joining – guarantors will need to provide an acceptable form of identification.

- Junior Borrowing Only Membership – applies to those under 18 years of age who are a dependent. A Junior Membership allows the minor to access the non-restricted collection items but does not provide permission for the minor to use the internet within the branch libraries. A guarantor is required at the time of joining – guarantors will need to provide an acceptable form of identification.
- Organisation Membership – applies to local organisations wishing to borrow on behalf of a registered group of people e.g. nursing homes, playgroups etc. Application for an Organisation Membership to WWCL requires a membership form with an acceptable guarantor nominated - guarantors will need to provide an acceptable form of identification.
- WWCL Bookclub Membership – applies to groups of up to ten persons wishing to create a WWCL Bookclub. Bookclubs must provide a guarantor for the membership - guarantors will need to provide an acceptable form of identification. Fees apply – please see WWCL Fees and Charges Schedule and WWCL Book Club Procedure for more information.
- Visitors & Non-Residents – applies to patrons who do not have a current membership to a NSW Public Library and are not current residents or ratepayers of Wagga Wagga Local Government Areas. Special NonResident Membership is available to residents of Wahgunyah and Yarrowonga (restricted free and full fee paying) and other non-residents (full fee paying). Please see WWCL Fees and Charges Schedule for more information.
- Reciprocal membership – applies to patrons who have a current membership with another NSW public library and are not current ratepayers or residents of the Wagga Wagga local government area. Reciprocal membership refers to a membership applied in one NSW public library (host library) on the provision of a current membership with another NSW public library (home library). The customer seeking membership of the host library must already maintain a current membership with another participating public library within NSW with the understanding that the home membership is not affected in any way with overdue items or a banned status. See WWCL Reciprocal Membership Procedure.

### **Online Membership Registration**

Wagga Wagga City Library (WWCL) offers online membership registration to residents. Online membership registrations are temporary and must be validated within 30 days by presentation of an acceptable form of identification (see below) by visiting a branch library or submitting scanned copies electronically if unable to attend a branch library.

Borrowing of physical library items and eResources is NOT permitted until an online membership has been validated at a branch library.

Online member registration is NOT available to non-residents of the Wagga Wagga Local Government Area. Non-residents, visitors and those eligible for “reciprocal” membership must attend an WWCL branch library in person to register as a member. Fees may apply - please see WWCL Fees and Charges Schedule for more information.

### **Membership Re-registration and Expiry**

WWCL requires members to “re-register” periodically. For the majority of member categories this occurs every 365 days. Members are NOT required to take out a new membership for re-registration but to verify that their existing details are correct. Members with an email address will be sent a courtesy reminder 10 days prior to reregistration being required. Re-registration can be undertaken online or by visiting a branch library.

If a membership has been inactive for a period of 3 years, it will be deemed to have “expired” and will be removed from WWCL’s membership database with the exception of memberships that have outstanding fees or charges.

### **Accepted forms of Identification and Proof of Residence**

- Driver’s Licence/NSW Photo Card
- Lease Agreement/Rental Receipt
- Utilities Account (Gas, Electricity, Water)
- Rates Notice

Other forms of identification are acceptable with a corresponding document showing current residential address:

- Social Security Card/Pension Card
- Health Care Card (Social Security)
- Transport Card
- Student Card (CSU, TAFE, School)
- Defence Personnel Card.

### **Service Statement**

WWCL and its associated branch libraries are dedicated to providing relevant, current and accessible information, resources and collections for our constituents as well as providing safe, inclusive and welcoming public spaces. Where possible, WWCL customers can expect:

- Prompt, courteous and accurate service
- Clear and accurate information about library Procedures
- Libraries to be open in accordance with advertised opening hours
- Staff with professional expertise and knowledge
- Access to a wide range of library and information services

- Free and equal access to resources and services to all individuals and groups within the community, in accordance with the NSW Library Act 1939
- Access to online library services and internet facilities
- Confidentiality in accordance with the Privacy Act 1998.

## Legislative Context

- Library Act 1939
- Library Regulation 2018.

## Related Documents

- WWCL Customer Service Charter and
- Customer Code of Conduct
- For detailed information related to copyright see Copyright Act 1968.

## References

New South Wales Government Legislation, Library Act 1939

New South Wales Government Legislation, Library Regulation 2018

New South Wales Government Legislation, Children and Young Persons (Care and Protection) Act 1998

Riverina Regional Library, Membership Policy

State Library of NSW, Legislation and Policies

## Definitions

Wagga Wagga City Library branch libraries include: Wagga Wagga, Agile Van 1 & 2

“Internet” refers to public access computers and public access Wi-Fi in branch libraries.