

## City of Bayswater Library Service

### Standard Membership - Terms and Conditions

- Items can only be borrowed following the provision of a member's:
  - City of Bayswater Library Service membership card; or
  - personal identification number (PIN), or
  - photographic identification, e.g. driver's licence, passport, student ID.
- Members may only use PINs and photographic ID to loan items and gain access to their own membership or the membership of their child or dependent.
- Members may be charged a fee if a replacement membership card is required.
- Borrowing Privileges
  - Members can borrow up to 15 items at a time.
  - The standard loan period is 21 days. A shorter period may apply to high demand items.
  - Item(s) will auto-renew on the due date, on up to 2 occasions, provided that the item(s) have not been requested by another member.
- No item can be removed from the City's Libraries unless the item's details have been recorded against the borrower's membership record.
- Members or their parents/guardians are responsible for returning to a City of Bayswater Library, in good condition and by the due date, all items borrowed.
- Members or their parents/guardians will be charged for the cost of items that are lost, stolen or damaged while on loan to the member.
- Members cannot borrow items, request or reserve items, or obtain access to the Public PCs while their membership has outstanding charges.
- Members must notify the Library Service of the loss or theft of a Library Card. Until reported, members are responsible for any debt that may stem from the use of their card.
- Members must notify the Library Service of changes to their residential address, telephone or email details.

## **eMembership - Conditions of Use**

- Access to the Public PCs is managed by a computerised booking system.
  - The system requires users to enter their membership card number and PIN.
  - This information will be supplied to members if they provide photo identification, e.g. driving licence, passport, student ID.
- Members may be charged a fee if a replacement membership card is required.
- Members must notify the Library Service of the loss or theft of a Library Card. Until reported, members are responsible for any debt that may stem from the use of their card.
- Before commencing a Public PC session, users will be required to accept terms and conditions of use. These terms and conditions will be displayed on screen after entering their membership card number and PIN.
- Library staff members may not be able to assist members with questions or issues that arise from their use of the Public PCs.