

Libraries Fees and Payment of Charges

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1. TITLE

Libraries Fees and Payment of Charges

2. OBJECTIVES

To define:

- the circumstances in which Glen Eira Libraries Services attract fees and charges; and
- members' obligations regarding the payment of fees and charges.

3. DEFINITIONS AND ABBREVIATIONS

Term	Meaning
Members	mean members or guarantors of members or persons nominated by companies/organisations.
Glen Eira Libraries Services	include programs and events, workshops, holiday programs and interlibrary loans.

4. POLICY

- 4.1 Membership of Glen Eira Libraries is free of charge.
- 4.2 The Glen Eira Libraries Services that attract fees and charges are determined as part of Council's annual budget process.
- 4.3 Fees and charges for Glen Eira Libraries Services must be set at a rate that aims to minimise Council's subsidy of the service.
- 4.4 Members are responsible for every item borrowed on their membership card.
- 4.5 Members must pay the value and any associated processing costs of library materials lost or damaged whilst in their care.
- 4.6 Members with charges recorded on their membership card may continue to use Glen Eira Libraries Services in accordance with the Library Membership Conditions.
- 4.7 Members with charges recorded on their membership card who express difficulty with payment may request that Glen Eira Libraries staff arrange for a payment scheme for the member to pay the charge in instalments over a fixed period.
- 4.8 Members who believe they should not have incurred charges recorded on their membership card may bring this to the attention of Glen Eira Libraries staff. The Manager, Branch Leader (Site Team Leader), or another senior member of staff (Team or Shift Leader on duty) may waive charges if, in their opinion, circumstances

beyond the member's control resulted in charges being incurred. Members may be asked to put their request in writing to the Manager Libraries, Arts and Culture.

- 4.9 Notification of overdue loans is provided as a courtesy reminder. Charges apply regardless of whether notification is received.
- 4.10 Members who fail to return borrowed items in accordance with Membership Conditions may incur a penalty under clause 44 of Council's *Community Local Law 2019* in addition to any fees, charges or fines imposed for overdue material.

5. HUMAN RIGHTS CHARTER COMPATIBILITY

This Policy has been assessed as being compatible with the *Charter of Human Rights and Responsibilities Act 2006*.

6. ASSOCIATED DOCUMENTS

Conditions of Use: Internet Access and Computer Use
Council's Community Local Law 2019
Eligibility for Home Library Services Policy
Eligibility for Membership and Use of Libraries Policy
Library Membership Conditions
Libraries PC and Internet Access and Use
Council's Privacy Policy

7. REFERENCES/RESOURCES

Charter of Human Rights and Responsibilities Act 2006 (Vic)