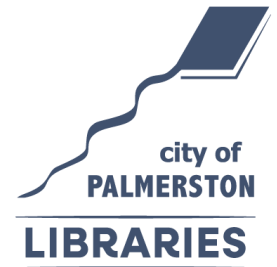


LIBRARY MEMBERSHIP GUIDELINES



Purpose

To establish clear guidelines for access to, and usage of, the collections and services of City of Palmerston Libraries.

Scope

The membership guidelines define the various categories of City of Palmerston Libraries' memberships and their associated borrowing privileges and covers eligibility criteria, loan limits, loan periods and borrowers' responsibilities.

Definitions

TERM	DEFINITION
Child	Person under the age of 18 years.
NT resident	Individual with verified residential address in the Northern Territory.

Guidelines

Types of memberships

Adult Membership

NT residents aged 18 and over are eligible for adult membership, provided they can produce photo ID and proof of NT residence.

Proof of NT residential address requires current documentation verifying residence in the NT. Any official business letter showing a name matching the provided photo ID and an NT residential address is accepted.

For example:

- Current NT driver's licence
- Health Care card
- Pension card
- Enrolment to vote card
- Lease agreement

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- Phone, power, water bill
 - Bank statement

Child Membership

Children whose parent/ guardian is an NT resident are eligible for Child membership provided that:

- The parent/guardian can produce acceptable photo ID and proof of NT residence.
- The parent/guardian accepts responsibility for their children's access, selection and use of all library items and services.
- The parent/guardian accepts responsibility for fees or charges for lost or damaged library items borrowed on the child's membership.
- The parent/guardian signs the membership card.

The parent/guardian who signs a child's membership will be the responsible person for the child's library membership.

When signing up, the responsible person can list other adults who are allowed to help manage the child's library membership.

These approved adults can:

- borrow or return items for the child
- update contact details
- access information about items currently on loan or on hold

Additional adults can be added after joining, but only the listed responsible person can request these changes. Adults who are not listed on the membership record will not be provided with any information about the child's account or the approved adult.

Limited Membership

Limited Membership is a temporary membership type designed for both visitors and NT residents who may not be able to provide photo identification and/or proof of NT residence. Limited Membership is valid for 12 months, gives the holder access to the online resources and allows them to borrow a maximum of three physical items at a time.

To obtain a Limited Membership, any of the following alternative identification methods may be accepted:

- Bank card
- Basics card
- Employee ID card
- Healthcare card
- Medicare card
- Photo ID such as student ID, interstate driver's licence, passport, 18+ card or Ochre card

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- Utility bill
 - Rental agreement
 - Bank statement

A Limited Membership can be upgraded to an Adult or Child Membership for full borrowing privileges on presentation of an acceptable photo ID and proof of NT residential address.

Children may become Limited members provided that:

- The parent/guardian can produce one of the alternative forms of identification listed above.
- The parent/guardian accepts responsibility for their children's access, selection and use of all library items and services.
- The parent/guardian accepts responsibility for fees or charges for lost or damaged library items borrowed on the child's membership.
- The parent/guardian signs the membership card.

Online membership

Online Membership is a restricted type of library membership that provides access to public computers within the library and to online collections, including eBooks, eAudiobooks, digital magazines, and online databases. This membership does not allow borrowing of physical items, including laptops or tablets for in-library use.

NT residents may apply for Online Membership either in person at a library or online via the library website. Applications made online require proof of NT address to ensure compliance with licensing requirements for digital resources. When applications are made in person, formal identification is not required, as staff are able to confirm the applicant is accessing the service locally.

Children may obtain an Online Membership if a parent or guardian completes the registration on their behalf. The parent or guardian must accept responsibility for the child's use of library computers and access to digital resources.

Online Membership can be upgraded to a standard Adult or Child Membership to borrow physical items by presenting photo ID and proof of NT residency.

Other NT Libraries' memberships

We offer reciprocal borrowing with other NT public libraries, allowing members to borrow physical items across NT public libraries using their existing membership. For example, a Litchfield Community Library member may borrow books from City of Palmerston Libraries using their library card, and a City of Palmerston Libraries member may do the same at Litchfield Community Library.

Membership Renewal

Adult, Child and Online Memberships are reviewed every five years to ensure contact



details remain current. If the review date passes, your membership becomes inactive until your details are confirmed or updated. Your existing library card remains valid, your membership record is retained, and no replacement card is required.

Loan Limits

Adult/Child Memberships have no limit on physical items including books, magazines, audiobooks and DVDs that can be on loan at any given time. Except for tablets/laptops, where only one device can be borrowed at a time.

Limited members are allowed a total of three (3) physical items on loan at a time including books, magazines, audiobooks and DVDs. This limit may include one tablet/laptop.

Online memberships do not allow borrowing of physical items from the collection.

Digital Borrowing (all membership types)

All City of Palmerston Libraries members may borrow digital items as follows:

- Up to eight (8) eBooks or eAudiobooks via the Libby app (Palmerston Library's own collection; only Palmerston members can borrow from this collection)
- Up to eight (8) eBooks and eight (8) eAudiobooks via BorrowBox

These limits apply per platform, meaning members can have up to 24 digital items on loan at the same time.

All City of Palmerston Libraries members have unlimited access to other online library resources, such as eMagazines and research databases.

Note for members of other NT libraries

Borrowers from other NT Libraries do not have access to Palmerston's Libby collection. They may borrow digital items via BorrowBox, and physical loan limits are as defined by their home library.

Loan periods

The table below details the loan periods applicable to items available for borrowing.

ITEM TYPE	LOAN PERIOD
Books, DVDs, Audiobooks	4 weeks
eBooks, eAudiobooks	2 weeks



Reserving Items

Members can request any item available for loan from City of Palmerston Libraries, City of Darwin Libraries, or Litchfield Community Library to be collected at any of these locations. This service is free of charge.

Inter-library loans

An item that is borrowed from a library outside of the City of Palmerston, City of Darwin or Litchfield Libraries is considered an inter-library loan.

For example, items may be requested as an inter-library loan from Libraries and Archives NT, universities, school libraries, or other public libraries.

Special conditions apply:

- Inter-library loans are only available to Adult and Child library members and are not to be on-loaned to any other person or organisation.
- City of Palmerston Libraries will not inter-library loan new releases.
- Items must be returned by the given due date and customers are liable for any costs associated with late returns.
- Inter-library loans cannot be automatically renewed.
- City of Palmerston Libraries reserve the right not to proceed with an inter-library loan.

Renewing items

Items (excluding inter-library loans) can be renewed once, online, by phone or in person at any time before the due date, provided they have not been requested by other library members.

Where an item is not returned on the due date and has not been requested by another borrower, the loan will be automatically renewed for a further two weeks, on one occasion only.

Once the extended due date is reached, the item becomes overdue.

Overdue and Lost/Damaged Items

If an item is not returned twenty-one days after the due date, or if it is returned in poor condition, an email notice will be sent requesting payment for the replacement cost of that item.

At this stage, the library system will automatically block the borrower's card, preventing any further borrowing until the item is returned, replaced, or paid for. This process is



consistent with Palmerston (Public Places) By-Laws 2001, Part 4 of By-law 87 (Retention of books or materials beyond period of loan).

Borrowers may choose to replace lost or damaged items by donating a brand-new copy instead of paying for the replacement.

Borrowing without a library card

Library items can only be borrowed by registered members. If a member doesn't have their library card with them, staff can confirm their identity using photo ID or other details from their account, such as address, date of birth, email, or items currently on loan. Once identity is confirmed, items can be borrowed without issuing a new card, unless the original card is lost or destroyed.

Lost or stolen cards

Lost or stolen library membership cards may be replaced on presentation of acceptable photo ID to Library staff, or by confirming identifying details of the library account to Library staff such as address, date of birth, email address and/or items on loan.

Cancellation of membership

Library members can cancel their membership at any time, provided all outstanding loans are returned and any invoices for lost or damaged items have been paid.

Once cancelled, the membership ends immediately. If someone wishes to use the library again in the future, they will need to join as a new member.

Terms and Conditions

Upon application for a City of Palmerston Library membership, including applying on behalf of a child the member agrees to:

1. Return all library materials borrowed on or before the due date.
2. Reimburse the City of Palmerston Library for the cost of any library materials borrowed that are lost or damaged.
3. Accept responsibility for their children's selection and use of library materials and services, including access to the internet.
4. Notify the library as soon as possible of any changes in membership details or if the library card is lost or stolen.
5. Comply with the conditions of the *Copyright Act 1968*.

Terms and conditions are subject to change without notice.

Legislative references

- Palmerston (Public Places) by-laws 2001.

- Copyright Act 1968 (CTH)
- Information Act 2002

Procedures / related documents

- Public Library Service Policy
- Collection Development Guidelines
- City of Palmerston Conditions of Entry and Standards of Behaviour
- City of Palmerston Privacy Statement
- Library & Archives NT Digital Services Privacy Policy

Responsibility / application

These guidelines will be reviewed every two years or at such other time as necessary.

All City of Palmerston Library members are responsible for ensuring that they understand and adhere to these guidelines.

The implementation, maintenance and compliance with these guidelines is the responsibility of the Library Services Manager.

PROCEDURE DETAILS

OWNER	General Manager Community	RESPONSIBLE OFFICER	Tara Lewis
APPROVAL DATE	5 August 2026	NEXT REVIEW DUE	5 August 2028
RECORDS NUMBER	672404		