

## Conditions of Membership

### Membership conditions

- Show proof of your name and current address to join the library. Applicants without proof of address may qualify for an exemption, as decided by the Librarian in charge.
- Parents/guardians are required to sign as guarantors for applicants under the age of 16. Guarantors are responsible for all borrowed items on a membership card that they have signed, and the payment of all fees and charges incurred by the member.
- Show your library card to borrow, or to check any information on your account. If you don't have your library card with you, you must show proof of your name and current address.
- Tell us if you change your name or address.
- Pay a replacement charge for any lost or damaged items borrowed on your card. The replacement charge includes the cost of the item and a non-refundable processing charge.
- Tell us if your library card is lost or stolen. You must pay to replace a lost library card.
- You can only have one library card.
- You accept responsibility for all items borrowed on your library card.
- You can renew your loans twice, unless another library member reserves them. You can renew in person, by phone or online.
- If you notice any damage to items you want to borrow, tell us before you borrow them.

### Conduct in the library

- Council is committed to providing a safe and comfortable environment for our customers and staff.
- Council considers the following behaviour unacceptable:
  - Unsociable behaviour such as harassment, aggression or the use of inappropriate language.
  - Acting in a manner that creates a nuisance, endangers any other person, or interferes with the use and enjoyment of the library by any other person.
  - Acting in a manner that is contrary to a sign, or contrary to a lawful direction of the Librarian in charge or an Authorised Officer.
  - Misusing library resources, including destroying or damaging library property and noncompliance with the Computer and Internet/WiFi Conditions of Use.
- Library staff have the right to ask people behaving in an unacceptable manner to leave the building, in accordance with City of Monash Local Law No 3.
- Library visitors are required to comply with Council, State or Federal Government health requirements and guidelines.
- People who consistently behave in an unacceptable manner may be denied access to certain library resources or refused entry to the library for a specified period, depending on the circumstances and nature of the unacceptable conduct.
- Children under the age of 11 years must be supervised by a responsible adult.
- People using the internet must accept and abide by the Computer and Internet/WiFi Conditions of Use.

### Privacy

*Council will only use your personal information for the purpose of providing access to library services. Your personal information will not be disclosed to any external party without your consent, unless required or authorised by law, or otherwise in accordance with the Privacy and Data Protection Act 2014. Council has adopted policies and procedures to protect personal information. These are available on Council's web site at [www.monash.vic.gov.au/legal/privacy](http://www.monash.vic.gov.au/legal/privacy).*

## Computer and Internet/WiFi Conditions of Use

- Computer users who are valid members of the Library must logon to the computer using their own card number. Visitors to Victoria can obtain a visitors pass for computer access if they provide identification.
- A parent or guardian must register as guarantor for users under 16 years of age. Parents or guardians are solely responsible for supervising their child's access to Internet and technology resources in the library.
- No more than two people can use a library computer at one time.
- Users are responsible for the operation of the internet during their booking, including the access, transmission, display, printing and storage of materials.
- Users are required to comply with all state and federal laws and *Local Law No. 3*.
- The intentional downloading and/or viewing of material that contains content considered to be offensive or that is illegal is expressly prohibited. Unacceptable use of the Internet includes, but is not limited to:
  - Destruction of or damage to equipment, software or data belonging to the library.
  - Viewing material, including images, that are generally deemed sexually explicit.
  - Intentional unauthorised copying of copyright-protected material or infringement of license agreements and other contracts.
  - The violation or attempted violation of any computer network's system security
  - The violation of the privacy of individuals or entities that are creators, authors, users or subjects of the information resources.
  - Unauthorised monitoring of electronic communications.
  - Inappropriate use of email services, such as spamming
  - Gambling sites in accordance with Monash Council's *Responsible Gambling Strategy*
- The Library reserves the right to restrict access to certain processes, file types and download sizes.
- Computer users are responsible for the cost of ALL printing as per the printing charges
- Failure to comply with these conditions will result in suspension of computer and internet privileges.
- Illegal acts involving the use of the Library's Internet resources may also be subject to prosecution by local, state or federal authorities.
- The Library reserves the right to terminate a session at the discretion of library staff.
- The City of Monash reserves the right to monitor all traffic transmitted through its computer networks.