

# CONDITIONS OF MEMBERSHIP

- To borrow items you must present your library membership card.
- Digital library cards are a convenience, but not a replacement to your physical membership card.
- It is your responsibility to keep your membership card safe and secure. Please report lost cards to the library immediately. You are liable for any items borrowed before the loss is reported.
- Items can be borrowed from and returned to any City of Ryde Libraries branch. (Please note: toys and kits must be returned to the original branch they were borrowed from.)
- Items may be renewed twice. If a reservation has been placed on an item you have on loan, a renewal is not permitted. Overdue items cannot be renewed.
- After hour chutes are available at all branches. Items left in the chute after hours are regarded as having been returned on the next open day.
- You may reserve items that are on loan, or available at another branch.
- An inter-library loan service is available for items not held by City of Ryde Libraries. A processing fee applies. Terms and conditions apply.
- If you change your home or email address or name, please notify us immediately. Once your membership has been validated you are able to update this online.
- Borrowing privileges are suspended if you have overdue items or outstanding charges.
- Items overdue by more than 30 days will be considered “lost” and recovery actions will apply and may involve communications including phone calls, SMS, emails, or letters.
- A debt recovery agency may be employed for long overdue items at cost to you. Your membership may be cancelled as per *NSW Library Regulation 2018, Division 2, (3)*.
- Reminder and overdue notices are a courtesy for your convenience. It’s your responsibility to return your items by their due date and manage your loans.
- A replacement cost and processing fee is charged for all items lost or damaged whilst on loan to you.
- All payments are non-refundable.
- Membership details are confidential and will not be disclosed to other parties and are only used for the function or activities of Council. Please see Council’s Privacy Statement for more information.
- **Membership includes agreeing to follow City of Ryde Libraries Customer Code of Conduct and the Public Access Computers Conditions of Use.**