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Library Membership Guidelines

25 January 2024

Every library must have a written protocol that guides the membership application, record keeping and reporting.

Any person may use the library facility during the official open hours of a library and if a person wants to borrow library material or equipment they must register as a library member or be assisted according to these guidelines.

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1. POPIA

This notice must be brought to the attention of the public when they apply for membership, as a notice on the application form.

Private information of the public is only used for membership registration and contact purposes unless legally required. See the complete privacy notice at <https://www.westerncape.gov.za/general-publication/privacynotice-department-cultural-affairs-and-sport-respects-and-protectsyour-privacy>

The City of Cape Town access to private information policy can be seen at <https://opac.capetown.gov.za/custom/web/content/The%20City%20of%20Cape%20Town%20Privacy%20Policy%20LIS%201%20July%202021>

All registration information must be kept safe and managed according to the relevant municipal File Plan.

2. TYPES OF MEMBERSHIP

1. Standard Library membership (Residents)
 - a) Adults
 - b) Students
 - c) Children
2. ICT-only membership
 - a) Adults
 - b) Students
 - c) Children
3. Paid membership (Non-resident members)
4. E-Book membership
5. Organisational membership

Note: A library member may be a legal member in more than one municipal jurisdiction in the Western Cape for various reasons.

3. STANDARD LIBRARY MEMBERSHIP (Residents of the relevant Local Government)

A member of the public applies online or in person at a library. Library membership enables them to:

- a) Borrow library material.
- b) Make use of equipment and ICT - and online services such as e-books. (For E-book borrowing privileges refer to Section 6.)

Library member information is kept on record to ensure accountability of the items on loan.

Definition

A member of a library is a member of the public:

- a) With a valid unique identification number e.g. ID number, passport number, permit number etc. This must be a real person.
- b) Who complies with the rules of being a property owner or tenant living within the demarcation of the local municipality.
- c) With membership **valid for up to 2 years** (City of Cape Town) or **3 years in other municipalities** **from the date of membership approval** before renewal or reregistration must be done.

Protocol for application

Members of the public who joined a library within their municipal boundaries through online or physical application, may make use of any of the services provided at any of the libraries in that municipality once their application is accepted.

Library Membership Guidelines

ADULT MEMBERSHIP

1. An adult refers to a **person 18 years and older**.
2. A prescribed form must be used to request standard and mandatory information, checked, signed and managed according to POPIA requirements.
3. A library member **must have a unique identifying number** according to the official acceptable forms of identification documents provided e.g. Driver's license, SA ID, permit, passport, birth certificate etc.
4. A person can either apply online where applicable or complete a registration form in a public library with all the required information. Membership account will become active once the library card has been physically collected at a library.
5. Before membership is loaded on the Library Information Management System (LIMS), **staff must verify that there is not already an existing membership account for the person on the system** at another library within the local municipality. Staff must use the unique identification number and name and surname of the applicant for this verification process.
6. If an applicant is already a member, but the **card is lost**, a replacement fee as per municipal tariff schedule must be required to be paid and the card replaced.
7. **Staff must check that:**
 - a) Accurate names according to the official acceptable forms of identification documents is used.
 - b) The full names, unabbreviated must be used in all name fields and correctly spelled. No initials may be used.
 - c) No nicknames may be used.
 - d) No strange characters or avatar names may be used.
 - e) The ID or identifiable number is complete and correct.
 - f) No titles e.g. Dr., Prof, Mr., Ms. may be used in name fields.
 - g) The member's address corresponds with the proof of address.
 - h) The e-mail address where available is readable and correct.
 - i) Names must be written in a capitalized each word format and not the whole name upper case. e.g. not ALEXANDER, GOODNESS but rather Alexander, Goodness.
 - j) The name and surname fields must be completed with the correct information.
8. **References** must be provided to be able to contact the registered member.
 - a) 1 or 2 references depending on municipal requirements must be provided of family or friends.
 - b) The contact numbers and references are correct.
 - c) The relation of the reference must be provided.
9. **Documentation needed** for application:
 - a) Proof of residence or business e.g. municipal services or other account, prepaid meter slips not older than 3 months, must be provided.
 - b) Identity document or other documentation that can prove identity e.g. Driver's license, passport, permit, birth certificate etc.
 - c) Tenants or temporary dwellers must provide either a contract or written confirmation from the owner of the address e.g. use of the owner's municipal account, any other account, affidavit not older than 3 months, certified copy of documents etc.

If no acceptable proof of address can be provided, the applicant can still apply for membership with limited access e.g. ICT Only or in-house use.
10. The **membership form must be kept on record** according to the relevant municipal File Plan.



Library Membership Guidelines

STUDENT MEMBERSHIP

Student refers to any member of the public from outside the relevant municipal jurisdiction who attend a school or tertiary institution and may be a temporary resident or commuter between towns of different municipalities. They **may become members of a library for free** even though they do not own property or live permanently in the relevant municipality.

1. Students must provide student numbers and/or valid student cards, in the case of tertiary students, or a letter from the school or institution, stating the student's enrollment for the current year.
2. Any persons responsible for and/or overseeing children e.g. teachers, parents and family, may sign as guardians for children.
3. The library membership of a student will only be valid for the current year of application.

CHILD MEMBERSHIP

1. A **child refers to a person** younger than 18 years.
2. The parent or legal guardian must handle the application of the applicant and sign the registration form that they are responsible for the child and for the items borrowed.
3. A parent or legal guardian must have a **unique identifying number** according to the official acceptable forms of identification documents provided e.g. Driver's license, birth certificate, SA ID, permit, passport - etc.
4. The parent or legal guardian's name, surname and identification number must be provided.
5. A prescribed standard form must be used to request standard and mandatory information, checked, signed and managed according to POPIA requirements.
6. The parent or legal guardian can either apply online where applicable or complete a registration form in a public library with all the required information.
7. Library cards applied for online where applicable must be signed for and picked up at the local library by the responsible teacher, parent or family.
8. Before membership is loaded on the Library Information Management System (LIMS), **staff must verify that the person is not already a member** at another library within the municipality. Staff must use the unique identification number and name and surname of the applicant for this verification process.
9. If an applicant is already a member but the **card is lost**, a replacement fee as per municipal tariff schedule may be paid and the card replaced.
10. **Staff must check that:**
 - a) Accurate names according to the official acceptable forms of identification documents e.g. Driver's license, birth certificate, SA ID, permit etc. is used.
 - b) The full names, unabbreviated must be used in all name fields and correctly spelled. No initials may be used.
 - c) No nicknames may be used.
 - d) No strange characters or avatar names may be used.
 - e) The ID or identifiable number is complete and correct.
 - f) No titles e.g. Dr., Prof, Mr., Ms. may be used in name fields.
 - g) The member's address corresponds with the proof of address.
 - h) The e-mail address is readable and correct.
 - i) Names must be written in a capitalized each word format and not the whole name upper case. e.g. not ALEXANDER, GOODNESS. but rather Alexander, Goodness.



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- j) The name and surname fields must be completed with the correct information.
11. **References** must be provided to be able to contact the registered member.
- a) 1 or 2 references depending on municipal requirements must be provided of family or friends.
 - b) The contact numbers and references are active and correct.
 - c) The relation of the reference must be provided.
12. **Documentation needed** for application:
- a) Proof of residence e.g. municipal services or other account, not older than 3 months must be provided.
 - b) Identity document or other documentation that can prove identity e.g. Driver's license, birth certificate, passport, permit etc.
 - c) Tenants or temporary dwellers must provide either a contract or written confirmation from the owner of the address e.g. use of the owner's municipal account, affidavit not older than 3 months.
13. The name of the school where applicable must be provided.
14. The **membership form must be kept on record according** to the relevant municipal File Plan.

4. ICT-ONLY LIBRARY MEMBERSHIP

A. ICT-Only Library Membership without online borrowing privileges e.g. e-books and other services as available do not require any proof of address except an acceptable proof of ID.

Documents needed:

- Acceptable proof of ID e.g. Driver's license, SA ID, passport, birth certificate
- No references needed

B. ICT-Only Library Membership with online borrowing privileges e.g. e-books and other services as available requires proof of address.

Documents needed:

- Acceptable proof of ID e.g. Driver's license, SA ID, passport, birth certificate
- Proof of address e.g. municipal services or other account, not older than 3 months or an affidavit must be provided.
- No references needed.

ICT-only members with e-book, and other available online services are regular users of the ICT equipment and services and are residents of the local municipality. They have access to computer services and E-books but cannot borrow any physical material from the library. (For e-book borrowing privileges refer to Section 6)

Standard library members do not need to apply for ICT-only membership, because they already have access to all the services.



Library Membership Guidelines

Protocol for application or access

- a) **Ad hoc visitors who do once-off visits to libraries** may be given access to ICT services through a one-time login that will be provided by the library. They do not have to become a member of the library. They will not have access to E-books.
- b) **Visitors** (subscription members, see point 5.) have access to the ICT services in the libraries of the relevant municipality.
- c) Members of the public who want to **regularly use** the library ICT services may join any library in the Western Cape by either online (in the case of City of Cape Town) or physical application. Once membership is confirmed they may use any of the ICT services of all the libraries in that local municipality, however they are not permitted to borrow *physical library material*.
- d) ICT Membership validity period:
City of Cape Town: 2 years
Non-Metro Municipalities: 3 years

ADULT MEMBERSHIP

1. An adult refers to a **person 18 years and older**.
2. A prescribed form must be used to request standard and mandatory information, checked, signed and managed according to POPIA requirements.
3. A library member **must have a unique identifying number** according to the official acceptable forms of identification documents provided e.g. Driver's license, SA ID, permit, passport, birth certificate etc.
4. A person can either apply online where applicable or complete a registration form in a public library with all the required information. Membership will become active once the library card has been physically collected at a library.
5. Before membership is loaded on the Library Information Management System (LIMS), **staff must verify that the person is not already a member** at another library within the municipality. Staff must use the unique identification number and name and surname of the applicant for this verification process.
6. If an applicant is already a member, but the **card is lost**, a replacement fee as per municipal tariff schedule, must be paid and the card replaced.
7. **Staff must check that:**
 - a) Accurate names according to the official acceptable forms of identification documents e.g. Driver's license, SA ID, permit etc. is used.
 - b) The full names, unabbreviated must be used in all name fields and correctly spelled. No initials may be used.
 - c) No nicknames may be used.
 - d) No strange characters or avatar names may be used.
 - e) The ID or identifiable number is complete and correct.
 - f) No titles e.g. Dr., Prof, Mr., Ms. may be used in name fields.
 - g) The member's address corresponds with the proof of address.
 - h) The e-mail address is readable and correct.
 - i) Names must be written in a capitalized each word format and not the whole name upper case. e.g. not ALEXANDER, GOODNESS. but rather Alexander, Goodness.
 - j) The name and surname fields must be completed with the correct information.
8. **References:** No references is needed.
9. The **membership form must be kept on record** according to the relevant municipal File Plan.



Library Membership Guidelines

STUDENT MEMBERSHIP

Students refers to any members of the public from outside the relevant municipal jurisdiction who attend a school or tertiary institution of any form and may be temporary residents or commuters between towns of different municipalities. They **may become members of a library for free** even though they do not own property or live permanently in the relevant municipality.

1. Students must provide student numbers and/or valid student cards in the case of tertiary students or a letter from the school or institution, stating the student is an enrolled student for the current year.
2. Any persons responsible for and/or overseeing children e.g. teachers, parents and family, may sign as guardians for children.
3. The library membership of a student will only be valid for the current year of application.

CHILD MEMBERSHIP

1. A **child refers to a person** younger than 18 years.
2. The parent or legal guardian must handle the application of the applicant and sign the registration form that they are responsible for the child and the items borrowed.
3. A library member must have a **unique identifying number** according to the official acceptable forms of identification documents provided e.g. Driver's license, birth certificate, SA ID, permit, passport etc.
4. The parent or guardian's name, surname and identification number must be provided.
5. A prescribed standard form must be used to request standard and mandatory information, checked, signed and managed according to POPIA requirements.
6. The parent or legal guardian can either apply online where applicable or complete a registration form in a public library with all the required information. Any persons responsible for and/ or overseeing children e.g. teachers, parents and family, may sign as guardians for children
7. Library cards applied for online where applicable must be signed for and picked up at the local library by the responsible teacher, parent or family.
8. Before membership is loaded on the Library Information Management System (LIMS), **staff must verify that the person is not already a member** at another library within the municipality. Staff must use the unique identification number and name and surname of the applicant for this verification process.
9. If an applicant is already a member but the **card is lost**, a replacement fee as per municipal tariff schedule, must be paid and the card replaced.
10. **Staff must check that:**
 - a) Accurate names according to the official acceptable forms of identification documents e.g. Driver's license, birth certificate, SA ID, permit etc. is used.
 - b) The full names, unabbreviated must be used in all name fields and correctly spelled. No initials may be used.
 - c) No nicknames may be used.
 - d) No strange characters or avatar names may be used.
 - e) The ID or identifiable number is complete and correct.
 - f) No titles e.g. Dr., Prof, Mr., Ms. may be used in name fields.
 - g) The member's address corresponds with the proof of address.
 - h) The e-mail address is readable and correct.
 - i) Names must be written in a capitalized each word format and not the whole name upper case. e.g. not ALEXANDER, GOODNESS. but rather Alexander, Goodness.
 - j) The name and surname fields must be completed with the correct information.



Library Membership Guidelines

11. **References:** No references is needed.
12. The name of the school must be provided, if applicable.
13. The **membership form must be kept on record according** to the relevant municipal File Plan.

5. PAID MEMBERSHIP (Non-resident members)

Fees may be requested for the public who are not residents of the relevant local municipality. Visitors like tourists or temporary residents may apply for membership and pay a fee as determined by the council as a subscription or as a refundable deposit.

A municipality must indicate on their tariff schedule fees payable for library subscription members or how the paid membership of non-residents as business commuters, school children or students will be handled e.g. with a refundable deposit or subscription.

The tariff schedule must indicate:

1. The actual fee total per individual for the specific membership.
2. If the fee is refundable or serves as a subscription which is not refundable.

Refund of deposits may be done on request when the visitor members returned borrowed material and if the conditions for the return of the material has been met e.g. return of material in condition as when borrowed.

Follow the protocol for application for the Adult membership.

ADULT MEMBERSHIP

1. An adult refers to a **person 18 years and older**.
2. A prescribed form must be used to request standard and mandatory information, checked, signed and managed according to POPIA requirements.
3. A library member **must have a unique identifying number** according to the official acceptable forms of identification documents provided e.g. Driver's license, SA ID, permit, passport, birth certificate etc.
4. A person can either apply online where applicable or complete a registration form in a public library with all the required information. Membership will become active once the library card has been physically collected at a library.
5. Before membership is loaded on the Library Information Management System (LIMS), **staff must verify that the person is not already a member** at another library within the municipality. Staff must use the unique identification number and name and surname of the applicant for this verification process.
6. If an applicant is already a member, but the **card is lost**, a replacement fee as per municipal tariff schedule, may be paid and the card replaced.
7. **Staff must check that:**
 - a) Accurate names according to the official acceptable forms of identification documents e.g. Driver's license, SA ID, permit etc. is used.
 - b) The full names, unabbreviated must be used in all name fields and correctly spelled. No initials may be used.



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- c) No nicknames may be used.
 - d) No strange characters or avatar names may be used.
 - e) The ID or identifiable number is complete and correct.
 - f) No titles e.g. Dr., Prof, Mr., Ms. may be used in name fields.
 - g) The member's address corresponds with the proof of address.
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 - i) Names must be written in a capitalized each word format and not the whole name upper case. e.g. not ALEXANDER, GOODNESS. but rather Alexander, Goodness.
 - j) The name and surname fields must be completed with the correct information.
8. **References** must be provided to be able to contact the registered member.
- a) 1 or 2 references depending on municipal requirements must be provided of family or friends.
 - b) The contact numbers and references are correct.
 - c) The relation of the reference must be provided.
9. **Documentation needed** for application:
- a) Proof of residence or business e.g. Lease contract, booking confirmation etc.
 - b) Identity document or other documentation that can prove identity e.g. Driver's license, passport, permit etc.
10. The **membership form must be kept on record** according to the relevant municipal File Plan.
11. Tourist visitors must supply their temporary and home addresses.

STUDENT MEMBERSHIP

Student membership is free.

CHILD MEMBERSHIP

1. A **child refers to a person** younger than 18 years.
2. The parent or legal guardian must handle the application of the applicant and sign the registration form that they are responsible for the child and the items borrowed.
3. A library member must have a **unique identifying number** according to the official acceptable forms of identification documents provided e.g. Driver's license, birth certificate, SA ID, permit, passport etc.
4. The parent or guardian's name, surname and identification number must be provided.
5. A prescribed standard form must be used to request standard and mandatory information, checked, signed and managed according to POPIA requirements.
6. The parent or legal guardian can either apply online where applicable or complete a registration form in a public library with all the required information. Any persons responsible for and/ or overseeing children e.g. teachers, parents and family, may sign as guardians for children.
7. Library cards applied for online where applicable must be signed for and picked up at the local library by the responsible teacher, parent or family.
8. Before membership is loaded on the Library Information Management System (LIMS), **staff must verify that the person is not already a member** at another library within the municipality. Staff



Library Membership Guidelines

must use the unique identification number and name and surname of the applicant for this verification process.

9. If an applicant is already a member but the **card is lost**, a replacement fee as per municipal tariff schedule, may be paid and the card replaced.
10. **Staff must check that:**
 - a) Accurate names according to the official acceptable forms of identification documents e.g. Driver's license, birth certificate, SA ID, permit etc. is used.
 - b) The full names, unabbreviated must be used in all name fields and correctly spelled. No initials may be used.
 - c) No nicknames may be used.
 - d) No strange characters or avatar names may be used.
 - e) The ID or identifiable number is complete and correct.
 - f) No titles e.g. Dr., Prof, Mr., Ms. may be used in name fields.
 - g) The member's address corresponds with the proof of address.
 - h) The e-mail address is readable and correct.
 - i) Names must be written in a capitalized each word format and not the whole name upper case. e.g. not ALEXANDER, GOODNESS. but rather Alexander, Goodness.
 - j) The name and surname fields must be completed with the correct information.
11. **References:** must be provided to be able to contact the registered member.
 - a) 1 or 2 references depending on municipal requirements must be provided of family or friends.
 - b) The contact numbers and references are active and correct.
 - c) The relation of the reference must be provided.
12. **Documentation needed** for application:
 - a) Proof of residence e.g. municipal services or other account, not older than 3 months must be provided.
 - b) Identity document or other documentation that can prove identity e.g. Driver's license, passport, permit etc.
13. The name of the school must be provided.
14. The **membership form must be kept on record according** to the relevant municipal File Plan.
15. Tourist visitors must supply their temporary and home addresses.

6. E-BOOKS (Borrowing privileges)

1. All individuals who are valid active members of a Public Library in the Western Cape will have access to the items available on this -online platform.
 - a. City of Cape Town library members can apply online for membership in the City of Cape Town and in order to activate the e-book membership, library cards must be collected at the relevant library.
2. Access will be removed once the membership expires.
3. Membership renewal must be done at a local Public Library to retain access to e-books.
4. Number of loans per patron: 2 at a time.
5. Number of renewals per patron: This is dependent upon holds placed on the title, which means that if there is a hold on a title, it may not be renewed.
6. You may place a hold on the item should you not be able to renew it.
7. Number of holds: 3 per person.



Library Membership Guidelines

8. Loan period: 14 days for audio and e-books.
9. Patron classes: Children/ Juvenile (0-12), Young adult/ Teenagers (13-17) and Adults (18+). The relevant patron class dictates what may be borrowed in order to prevent young patrons accessing unsuitable content

Unless someone is an actual member of a library in the Western Cape, they will not be able to make use of Western Cape Library Service e-books.

7. ORGANISATIONAL MEMBERSHIP

This membership would allow one member to borrow single copies or a group (block loan) of library material together for:

- a) a *length of time* as set according to the municipal protocol
- b) a *maximum number of items* according to the municipal protocol

One person takes responsibility in application for membership and the normal application data is required as for an adult member.

- An official letter head or letter with official stamp from the organisation confirming representation for that organisation, affiliation letter for e.g. a Home school.
- The organisation or business address and contact details for other persons at that organisation e.g. Manager, Director, Principal etc. must be provided.

This membership is not applicable to online platform/e-books.

Types of membership:

1. Residential institutions

Residential institutions refer to a body that represents where people live.

- Old age home
- Retirement village
- Children's home
- Places of safety (children)

2. Corporate Institutions

Corporate institutions refer to businesses, departments or organisations, e.g.

- Correctional Service
- Businesses
- Schools
- Creches
- Home schools



8. BLOCKED MEMBERS

Blocked members mean that they are tagged on the LIMS and prevented from borrowing library material.

Library members may be blocked due to:

1. Outstanding fines
2. Lapsed (expired) membership that must be renewed
3. Long outstanding library material
4. Unpaid damaged or lost material
5. Lost library card
6. To update personal information because of:
 - a) Duplicate membership
 - b) Contact detail must be updated
 - c) Verification of personal information
7. Material not returned correctly on the system (Not Normal Returns)
8. Manual exclusion according to reasons determined by the library staff or according to municipal regulations

Blocked members will not be removed from the system with the exception of expired membership. A note on the membership record will specify reason(s) for the block e.g. lost or damaged library material not paid.

Members will be reinstated once their fines and fees have been paid or items returned, or membership renewed.

9. RE-REGISTRATION

- a) When the membership expiration date comes up, a patron must be informed that it is required to bring proof of address before membership can be renewed.
- b) **Expired membership must be renewed** otherwise membership will become inactive which means that members cannot access services e.g. ICT access or loan items.
- c) **Expired membership that has not been renewed within 3 years must be removed from the system.** Users will only be removed if there is no outstanding fees or items.
- d) Members must provide the following when renewing membership:
 - Identification document
 - Proof of address e.g. either a contract or written confirmation from the owner of the address e.g. use of the owner's municipal account, affidavit not older than 3 months
 - Current physical library card. A replacement fee may be required in the case of a lost card.

Library Membership Guidelines

10. REPORTING FOR STATISTICAL PURPOSES

Only active library members with unique identifying numbers may be reported as a member of the library.

The following may not be included in the membership register:

- a) Special ID's e.g. Books reserved, ICT use or equipment, Training, Mending etc. Special ID's for special issues may not be used as a patron number identification.
 - b) "Ghost members" created for short term/training issues, e.g. Mickey Mouse.
 - c) Duplicate membership, in other words the same member more than once in the same municipality except if the person is responsible for Organizational Membership.
 - d) Blocked members because membership lapsed.
 - e) Members with only birthdates.
1. Membership must be **reported by the 10th of each month**.
 2. Non-metro municipal Libraries must use the prescribed WCLS (Western Cape Library Service) form to capture and report statistics.
 3. Reported **statistics must be checked and verified for completeness** and correctness before submission.
 4. Any physical completed forms with membership data must be kept according to the relevant municipal File Plan e.g. 1 year for computerized libraries.
 5. If a library is **not computerized members' information** must be recorded in the standard form and **kept on file until 3 years after the membership lapsed**.

11. TARRIFF SCHEDULE

Every municipality must have a tariff schedule where fees for e.g. membership, fines as well as, reservations and lost card costs are indicated. Libraries must refer to the tariff schedule and apply all fees listed as required for their daily operations.

1. Any exclusions or exceptions to the membership rules must be defined, e.g. business commuters, school children travelling between towns, patron classes with different requirements etc.
2. Free fine weeks or days must be indicated as applicable according to municipal approval.
3. Students may be enrolled as free members of the Public Library.

Approved:



Digitally signed by Cecilia Sani
Date: 2024.03.07 13:15:46
+02'00'

Cecilia Sani
Director: Western Cape Library Service
Date:

