

Fair Use Policy for Library Customers

Fair access, shared responsibility

This policy explains how customers can use One Card collections and services fairly, responsibly and consistently across South Australia.

1. Intention

The Libraries Board of South Australia maintains this Fair Use Policy to support fair and equitable access to the shared collections and services available through the One Card Consortium. This policy promotes responsible use of shared resources and helps ensure library services remain available and accessible to all customers.

The One Card Consortium is a collaborative partnership that includes all South Australian public libraries. Libraries participating acknowledge their responsibility to work cooperatively within the Network to deliver the intended benefits to the South Australian community. All participating libraries follow this Fair Use Policy and adhere to governing procedures.

The One Card Consortium provides customers with seamless access to shared collections and services across the network through a single library card.

This policy outlines customer responsibilities and the acceptable use of One Card services.

This policy may be updated from time to time. Any changes will be published on the LibrariesSA website and communicated through appropriate customer communication channels.

2. What this means for you

Compliance with this Fair Use Policy is a condition of using One Card services. Where a customer is found to be in breach of this policy, participating libraries may take appropriate action. This may include restricting or suspending access to borrowing or materials, services and entitlements.

Libraries within the One Card Consortium will work collaboratively to support compliance with this policy, and may share relevant information where necessary to manage breaches to ensure the fair and equitable use of shared collection and services by all customers.

3. Our Fair Use Policy

One membership, shared access

Allows each customer to have a single library membership card for their preferred public library.

The card can be used for borrowing both physical and digital items and associated services across the One Card Consortium within South Australia.

The card is issued on the basis that it is for personal use only by the customer named on the card and on their record in the library management system.

Upon joining customers can choose to be a member of their preferred library. This might be in the Council area where they reside, or the library where they visit on a regular basis, which is more convenient. This is known as the 'home' library.

The One Card Consortium shares a customer database so that library users in South Australia need only one library card to access the borrowable collections in any One Card Network library. The 'home' library governs the rules and privileges that apply to that customer.

However, some customers may need an additional card to access specific services at certain libraries, and will be managed by that service according to their requirements. Types of local services may be local online resources, printing and photocopy services, or specialised collections such as toy libraries.

4. Your One Card borrowing entitlements

By being a customer of the One Card Network and agreeing to abide by our Fair Use Policy your 'One Card' gives you access to:

Loans	Up to 100 items, which includes a maximum of 20 audiovisual items at a time. Lower loan limits may apply at individual libraries.
Holds	Up to 15 holds. Some material is restricted to specific users, such as joint use items, express items and toys.
Renewals	The library management system automatically applies two renewals per item where there are no holds on the item.
Local priority	Each library service enables customers of their service priority access to newly purchased items from that service for a limited period, usually up to 90 days. After this time, items become available for customers to place on hold across the One Card Consortium.
Use any participating library	Borrow or return items at any library. Physical items are subject to the borrowing rules of the library they are borrowed from, with standard rules used wherever possible to provide for a consistent experience.
Shared collections	Borrow eligible material from across the network. Some collections are exempt from network lending, including local history material, fragile items, equipment, items purchased under special funding arrangements and school-use-only material in joint-use libraries.
Wireless internet	Daily 5 GB download limit via wireless internet accessed within a One Card Network library. This requires agreement to separate terms and conditions regarding internet usage at the point of internet access.

5. We ask that you...

Know the due dates of borrowed items

Customers borrowing from a library, other than their home library, should be aware that loan periods, fees and/or fines may differ. It is important to always review the paper or email receipt to know when the items are due to be returned. The LibrariesSA app also displays the due date of all items borrowed.

Return items by their due date

You can help ensure fair access of all library materials by returning items on or before their due date. This makes items, especially popular or high-demand titles available for other customers. If items are not returned within 28 days of the due date, a bill for replacement and processing fees will be applied and borrowing privileges may be withdrawn until resolved.

Be responsible for lost or damaged items

If items are lost or returned with damage, a bill for replacement and processing fees will be applied by the library management system and borrowing privileges may be withdrawn until resolved. If you are unsure of the cost or replacement, speak with a staff member at your library service - they will help you with the best advice on resolving the problem.

Do not give your library card to others for use

You are responsible for the use of your library card and any items borrowed with it. Borrowed items can be returned to any participating public library in South Australia. If your card is lost or stolen, contact your library as soon as possible.