



FAQ's

What can I borrow?

You may borrow up to 10 items at any one time, 4 of which may be dvds or talking books. A loan period of 28 days applies to items, except magazines, dvds, videos and cdroms which are 14 day loans.

What if I forget to return my books on time?

The library does charge overdue fees for late items, calculated at 10cents per items per day. You can check your library account to see when items are due, and renew them on-line.

What if I lose my library card?

Please notify the library immediately if you misplace your library card, and a stop will be placed on the card to avoid any mis-use. Replacement cards will be issued upon payment of a small fee.

What if I lose or damage an item?

Lost or damaged items do occur from time to time. As you are responsible for items borrowed on your library card, or for items borrowed on your child's card, a replacement cost for lost or damaged items will be charged. Please notify the library immediately of any lost or damaged items to avoid any further charges being applied.

How will I know when the book I am waiting on is ready for me to collect?

We will notify you by email as a first option when a reserved item is ready for collection. SMS notification is available for those without an email address, or a phone call if either email or SMS is not available. Items must be collected within 7 days of notification to avoid a small non-collection fee.

Can I give the Library my old books if I don't want them anymore?

The library is happy to accept donations of books provided they are in good condition and are not out-of-date. Please contact your local branch if you have items you would like to donate.

How do I get on the internet at the library?

All branches offer a free internet service, or email services for a small fee. Please have your membership card ready when making a booking. Bookings can be made in half-hour blocks, up to one hour per day, and either in person or by phone. Contact your local branch to book a computer.

Can I use a meeting room at the library?

Some branches offer a meeting room for hire. Some are available outside of normal business hours, or are equipped with data projectors and other technology. Please contact your local branch for further information.