

Extra Access Conditions of Use

This document outlines the conditions of use for Extra Access (EA) at Ascot Vale and Avondale Heights Libraries. By participating in EA, patrons must abide by these conditions.

EA is designed to support respectful and appropriate use of library facilities outside standard operating hours. Moonee Valley Libraries reserves the right to decline applications or revoke access if conditions are breached.

Moonee Valley Libraries is a Child Safe organisation. Any immediate concerns relating to the safety of a child or young person must be reported to Triple Zero (000).

- Moonee Valley Libraries Membership Conditions always apply. Please refer to our [website](#) for these conditions.
- You must be a member of Moonee Valley Libraries.
- All applicants must be at least 16 years old, complete an induction, and formally agree to the EA Conditions of Use.
- You are required to have a mobile device with email access to use the service.
- Upon completion of a mandatory induction, your library card will be activated and ready to use for EA membership.
- The EA membership is for your use only. You must not share your library card with any other person. You are responsible for the appropriate use of the library during EA hours.

- Parents/guardians must accompany 16 and 17-year-olds to induction sessions, and formally agree to the EA Conditions of Use on the child's behalf.
- Children under the age of 16 are not eligible for EA membership, but may accompany a parent/guardian who has EA membership.
- Misuse of the library will result in your EA membership being revoked.
- Your EA access is valid for 1 year and can be renewed upon request.
- You must report a lost or stolen library card to **librarian@mvcc.vic.gov.au**.
- Library members or patrons that have a current Restriction of Access or a Warning Letter are ineligible.
- If there is a problem with your library card, please contact the library during business hours to have your issue resolved.

Child Safety:

- Children under the age of 16 must not be left alone in the library and must always be visible to parents/guardians.
- Members who attend with a child under the age of 16 will assume responsibility for the child (or children) and follow guidelines relating to their safety.
- If unattended children are found in the library, police must be called immediately. Please report this incident by email to **librarian@mvcc.vic.gov.au**.
- Parents/guardians who fail to comply with EA Conditions of Use may result in EA membership being revoked.

Library Usage:

- You must scan your library card and enter the unique PIN that will be emailed to you before you can enter the building.

- If you are unable to gain access by scanning your library card, contact the library during business hours to have the issue resolved.
- Do not allow others into the library, even if they have their own EA membership. All EA users must scan their library card each time they enter.
- You must respect Moonee Valley Libraries, its collections and facilities, at all times. Please ensure the space you use is left neat and tidy.
- Return all items via the designated returns chutes.
- All items must be borrowed through the self-checkout kiosks or the Moonee Valley Libraries app.
- Alcohol, smoking and vaping are not permitted in any libraries.
- EA members will be required to exit the library at regular closing times and then re-enter at the beginning of EA hours.
- Do not leave any personal belongings unattended in the library and please take all belongings with you when you leave.

In Case of Emergency:

- In the event of emergency, please call Triple Zero (000), and immediately leave the library.
- Do not enter the building if you feel unsafe. Always be aware of your own personal safety.
- Emergency evacuation floor plans are posted throughout the library. Check the plan for your nearest emergency exit.
- For safety and security purposes, Moonee Valley City Council uses CCTV surveillance throughout the library. Be aware that you will be recorded when accessing the library.