



The Toy Library Howick and Pakuranga Inc

Membership Rules

Fees

1. Fees paid are non-transferable and non-refundable.
2. The committee will review all fees and fines annually and present any changes to the Annual General Meeting.

Membership

3. Membership is non-transferable and nonrefundable.
4. One family per membership.
5. It is your responsibility to inform the Librarian of any changes to your contact information.
6. All members must treat the Toy Library, Librarians and other members with respect.
7. There are 6 discounted memberships available for families who have special circumstances. Please speak to a Librarian about this if you feel you apply.

SETLS

8. After joining, you will receive a login to our Toy Library online system, SETLS (<https://howicktoylibrary.setls.com.au/>).
9. It is your responsibility to:
 - keep your password safe
 - check your due dates and renew toys
 - check the pieces list to make sure all pieces are present before returning toys
 - sign up for duties if you have a duty membership

Borrowing of Toys

10. Toys are borrowed at your own risk. Annual fees do not cover loss or damage to toys.
11. Casual members may borrow up to 5 toys; active and full members may borrow up to 10 toys. We suggest considering the number of pieces you will be counting when borrowing!
12. You are responsible to check that all toys/puzzles are complete before leaving the Library, or as soon as you get home. Immediately contact the Librarian (howicktoylibrary@gmail.com) if your toy/puzzle is incomplete. Should you return a toy/puzzle and claim a piece was never there, you will be held accountable.

13. You may not exchange toys with other members or friends, or borrow toys on their behalf. You are responsible for your own borrowed toys and they must stay in your care at all times.
14. No toys will be loaned to a member while there are overdue fines or fees outstanding.
15. To ensure toys can be enjoyed by many children, please take care of your borrowed toys. Supervise their use to avoid damage e.g. by rough use or pens.
16. Please do not leave the Toy Library toys outside overnight.
17. For battery operated toys, please use your own batteries and remove them before returning.
18. If a toy breaks, please do not repair it yourself without first discussing with the Librarian.

Toy Returns

19. Toys are loaned for two weeks.
20. When you return toys, please tell the Librarian about any missing or broken pieces.
21. If toys are not returned clean and dry or there are pieces missing, the Librarian will reissue the toys to you for a further two weeks to clean or find the missing pieces. If you have left the Library before the issue was identified, you will be contacted and fined. These pieces if found should be returned as soon as possible to the Librarian.
22. If a toy is returned with missing or broken pieces, or the toy is irreparably damaged or rendered useless, the member will be charged the cost of repair, or total replacement. This will depend on the age, condition, and value of the toy as assessed by the Committee.
23. You will be charged \$8 for a lost Zippit bag.
24. If you cannot return toys by the due date, you must either renew them in your online SETLS account or inform the Librarian.
25. If you return a toy one week late or more, you will be fined \$2 per toy, per week late.
26. If the toy is not returned after 10 weeks, you will be charged the cost of replacement. If the toy is subsequently returned, this charge will be reversed.

Holds & Reserves

27. Holds may be placed on high demand items. Please speak to the Librarian to request a hold. You will enter the queue and when the toy is returned it will be held for you to borrow.
28. Please collect toys as soon as they become available. Toys will be held for you at the Library for 1 week. If you do not collect your item within that week, it will go to the next person and you will drop to the end of the queue.
29. Reserves are items reserved for a specific date e.g. for a birthday party.
30. You can only hold or reserve up to 5 items.

Duties

31. All duty/active members when joining agree to perform a minimum of 4 duties per year to help with the successful day to day running of the Toy Library. The Toy Library cannot run without these duty members.
32. You can sign up via the roster sheet on the notice board in the Library or online via SETLS.
33. If you cannot carry out your duty on the date you volunteered for you must contact the Librarian and arrange another date.
34. You will incur a penalty fee of \$12.50 if you fail to appear for a duty and haven't informed a Librarian.
35. At the time of membership renewal a member who hasn't completed all 4 duties will be charged \$12.50 per any outstanding duties in the year before.
36. Duty/Active members who have not completed their duties within the year must select a different membership type when renewing i.e. casual or full.

Safety & Liability

37. We aim to provide and promote the safe use of toys. Please let us know of any safety concerns you may have about a toy.
38. The Toy Library Howick & Pakuranga Inc does not provide helmets or other protective equipment. This is the responsibility of the individual member to provide.
39. All toys are borrowed at the borrower's risk. All members are required to acknowledge their responsibility by agreeing to the membership terms and conditions during the SETLS sign up process.
40. The Toy Library Howick & Pakuranga Inc accepts no responsibility for injury resulting from the use of the Toy Library toys.
41. It is the responsibility of each member to ensure appropriate toys are chosen for children under the age of three, and where a family comprises both children under and over this age to supervise and protect those under the age of three from toys that are unsuitable for them.
42. Please supervise your children while visiting the Toy Library. It is your responsibility to make sure your children are safe and don't leave the premises.
43. The Toy Library Howick and Pakuranga Inc is not responsible for damage to your car in the carpark.

Termination of Membership

44. Membership will be terminated under the following circumstances:
 - a. any member who has not paid the membership fees within one month of joining. You will not, however, be released from unpaid fines or fees. Membership will need to be paid in full before toys can be loaned.

- b. any member who continues to keep toys beyond the loan period, without effort to communicate exceptional circumstances and/or committing to a date to return them.
- c. any member with repeated instances of significant toy damage or loss.

Debt Collection

- 45. In the instance you have significant unpaid fees, fines or unreturned toys, you understand the Toy Library Howick & Pakuranga Inc may choose to engage debt collection services to resolve the debt.