

# VISION AUSTRALIA INFORMATION LIBRARY SERVICES

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| **Member Service Charter** |

## BACKGROUND

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| About our library |

Vision Australia Information Library Service(VAILS) offers a free national library service to people with a print disability. A person without sight or,

* a person whose sight is severely impaired; or
* a person unable to hold or manipulate books or to focus or move his/ her eyes; or
* a person with a perceptual disability.

At the discretion of the Library Manager or delegate, the service may also be offered to an adult or parent/guardian of a child, who is blind, vision impaired, DeafBlind or print disabled.

Registered users of the library service are **Members**.

VAILS provides Members with access to a broad range of materials including books, newspapers and magazines in DAISY audio, Braille formats and Braille music. Audio and eBraille materials are delivered to members via online download. Hardcopy Braille books are posted to and returned by members via Australia Post.

VAILS also provides support and information services to partner organizations.

## EXPECTATIONS

### What Clients can expect from VAILS

VAILS strives to deliver an exemplary person centred library service which exceed members’ expectations through its commitment to continuous improvement.

### VAILS Staff will

* Treat Members with courtesy, respect and empathy, valuing their independence and dignity.
* Will give their name when they answer the telephone and use language that is understandable.
* Acknowledge a Member’s need for assistance.
* Handle enquiries and feedback regarding library services promptly, with discretion and confidentiality.
* Action all Member feedback regarding the library service within 5 business days of receipt.
* Keep each Member informed of the progress of any issue raised by that Member if it cannot be dealt with in the first instance if required.
* Comply with all applicable privacy regulations in relation to each Member’s personal information.
* Only promise what can be delivered.

### Members have the right to

* Be treated with respect and empathy and not be judged.
* Have feedback dealt with promptly and courteously.
* Have enquiries answered and resolved within agreed timeframes.
* Have action taken as quickly as possible in the circumstances to assist in finding a mutual resolution to issues.
* Access the Terms and Conditions of membership
* Be kept informed of any changes to VAILS services which may affect them.
* Be assured that lodging a complaint will have no negative effect on any service received from VAILS.
* Be informed of the complaint process.

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| **Terms & Conditions** |

## VISION AUSTRALIA INFORMATION LIBRARY SERVICE (VAILS)

## MEMBERSHIP ENTITLEMENTS

## All Members can access :

### Downloadable content

* Members may access online library content using the internet**,** their own device or they may rent a VAILS DAISY player.
* Download up to 5 books per day
* Subscribe to and download unlimited magazines, newspapers.
* Borrow downloadable materials for up to 6 months.
* Renew items once for up to a further 6 months subject to demand from other clients.
* Access electronic databases available through the Vision Australia website.

### Braille and Print Braille loans

* Borrow up to 20 Braille titles at any one time.
* Borrow Braille items and print braille items for 2 Months
* Renew items once for up to 2 months subject to demand from other clients.

### Feelix Library Kits

* Kits maybe loaned for 2 months
* Maybe renewed once for up 2 months subject to demand for the item.
* Kits are to be returned with all items in good, clean condition. General wear and tear to kits is expected, but please return all items.

### Loaned materials

The loaned item is not returned until the item has been received or actioned by VAILS.

All material or items borrowed remain the property of VAILS and must be returned by the due date or upon request. VAILS reserves the right to recover this property or request payment for any loss or damage whilst on loan to the Member.

## RIGHTS AND OBLIGATIONS

### Member obligations

To comply with VAILS’ policies and conditions of membership.

To ensure that In accordance with copyright requirements and partnership agreements, no unauthorised destruction, copying, reproduction, publication adaption, sale rental, upload onto website or distribution to any other person or organisation of VAILS items or materials takes place.

To comply with any directions that VAILS staff has given to ensure that VAILS and the library member comply with legal obligations or its obligations to 3rd party providers of copyright material.

If the Member is a parent/guardian of a child, who is a person with a print disability, blind, vision impaired, Deaf Blind or print disabled, that Member must ensure that the child also complies with these terms and conditions.

To ensure that all information provided to VAILS is up to date, advising of changed circumstances in a timely fashion e.g. change of Member address, email address etc.

Promptly inform VAILS of any faulty DAISY player. Faulty DAISY players may only be serviced by VAILS staff.

Promptly return a DAISY player if the member is no longer using the Library service. Lost or damaged DAISY players will incur a cost.

All DAISY players must be used with the associated power cord to ensure optimum operation.

All care must be taken when using DAISY players and the associated power cord to ensure user safety. Members must adhere to the Power Cord Maintenance statement included with the DAISY player guideline.

### Please note

The power supply that comes with all DAISY players has been tested and tagged before it is sent to Members in order to comply with the ‘in-service safety inspection and testing of electrical equipment standards (AS/NZS 3760:2010)’. If a player is used in a work place or public place such as a nursing home, the facility manager must be notified.

## VAILS Obligations

VAILS will supply to each new Member a copy of the Member Service Charter and Terms and Conditions document at the time of the Member’s registration and make any updates to this document available on the VAILS web page.

VAILS may contact the Alternative Contact advised in the application form or otherwise, if the Member appears unavailable or un-contactable.

VAILS will be staffed for Member communications between 9.00am-4.30pm AEST/AEDT, Monday to Friday, with the exception of gazetted public holidays in Melbourne and any shutdown days as designated by Vision Australia from time to time.

Information Technology permitting, VAILS will provide web based services 24 hours per day, 7 days per week.

VAILS is committed to its regulatory responsibilities to protect the personal information of its Members and is bound by the National Privacy Principles. For further reading go to. <https://www.visionaustralia.org/privacy-terms-and-conditions/privacy>

If personal information is to be forwarded to another agency to expedite services for a Member, that Member will be asked prior to the information given and this request and response will be recorded on the Member’s Library record.

VAILS may suspend services to any Member who has more than 2 titles overdue at any one time.

A notice of items overdue for more than 3 months will be sent to all Members who supply an email address.

If after attempting to contact a Member regarding overdue titles, the overdue items are not promptly returned, VAILS may suspend services.

If VAILS is reasonably satisfied that a DAISY player is not being used to access VAILS, VAILS will request the return of the DAISY player.

Where library services are no longer required or a DAISY player or, VAILS material fail to be returned within 2 months of contact, an account will be sent to the member to cover the cost of the DAISY player or item.

### Member Feedback

Member feedback is important to the design, development and improvement of the Library service. Vision Australia encourages Members to contact the Library on **1300 654 656, or** go to <https://www.visionaustralia.org/about-us/contact-us/complaints-and-suggestions-for-improvements> or send an email to [library@visionaustralia.org](mailto:library@visionaustralia.org).

Vision Australia has a formal complaints policy which is located on the Vision Australia website. <https://www.visionaustralia.org/about-us/governance/core-policies/complaints-and-suggestions-for-improvement-policy>

Members may also request a hard copy of this policy by contacting the Library.

### Document reviewed: July 2019

## Effective: 1 August 2019

### END