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| **Member Service Charter** |

**BACKGROUND**

**About our library**

Vision Australia Information Library Service (VAILS) is part of the Accessible Information Solutions division of Vision Australia.

VAILS offers a free national library service to people with a print disability as defined by the *Copyright Act 1968* (Cth):

* 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 or her eyes; or
* a person with a perceptual disability.

At the discretion of the National 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 text, audio and Braille formats and Braille music. Materials are delivered to members via online download or free postal service.

VAILS also provides support and information services to partner organisations.

**International Standards Organisation Certification**

VAILS is certified to conform with international standards (AS/NZS ISO 9001:2015) which reflect its commitment to providing a consistent and responsive service. Feedback from members is welcomed and forms a significant part of service design and improvement.

**EXPECTATIONS**

**What Clients can expect from VAILS**

VAILS strives to deliver an exemplary member focused 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 items online or rent a DAISY player.
* Receive up to 20 loans per year via interlibrary loan.
* Borrow up to 20 Braille titles at any one time.
* Borrow all materials for up to 2 months.
* Renew items once for up to a further 2 months subject to demand from other clients.
* Access electronic databases available through the Vision Australia website.

**Online Members**

A member is deemed to be an Online Member when they have downloaded 100 or more books. Online members can:

* Download up to 5 books per day
* Download unlimited magazines, newspapers, podcasts and Braille titles from the online collection
* Borrow up to 3 Daisy CDs on loan at any one time
* Create a wish list with up to 500 titles.

**Members not online**

* Can borrow up to 20 books on DAISY CD at any one time
* Can have up to 500 titles on request at any one time.
* Receive audio magazines, newspapers and sporting fixtures (which can be retained).

VAILS may allow these limits to be exceeded on a case by case basis at the discretion of the National Library Manager or delegate.

All materials and items borrowed by Members are recorded on their membership record. The loan is not discharged 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.

**EXCEPTIONS**

In limited circumstances, when a Member is participating in a Vision Australia representative role, such as the Member Representative Committee or i-access ® Client Advisory Committee (AISCAC), the Member may be issued more DAISY players or books for purposes of review, testing, support and training.

This is only available at the discretion of the National Library Manager or their delegate and only for the duration of the review, testing, support or training period.

**RIGHTS AND OBLIGATIONS**

**Member obligations**

Comply with VAILS policies and conditions of membership.

In accordance with copyright requirements, no unauthorised destruction, copying, reproduction, publication adaption, sale rental, upload on to website or distribution to any other person or organisation of VAILS items or materials is permitted

Comply with any specific restrictions or directions in relation to particular borrowed materials or items as advised by VAILS.

Return all materials and items borrowed with the exception of audio magazines, newspapers or sporting fixtures to the Library by the due date.

To respect the loan period of any item that is borrowed under the interlibrary loan scheme from another library.

To reimburse relevant costs involved if an interlibrary borrowed item is lost or damaged.

To be considerate of other members by ensuring care of borrowed VAILS materials and items

Despite anything else, comply with any directions from VAILS given to ensure compliance by VAILS with its legal obligations or its obligations to 3rd party providers of copyright material.

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

**DAISY players**

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.

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

To promptly return a DAISY player if the Member is no longer using the Library service.

**These obligations apply on becoming a members of VAILS**

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

**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 will accept the presentation of a Blind Citizens Australia (**BCA**) ID card (until 31/12/2017) or an official Travel card as proof of eligibility to be a Member in lieu of a referee.

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-5.30pm 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.

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

VAILS will endeavour to vary user preferences and profiles to create the best outcome for the Member.

VAILS is committed to its regulatory responsibilities to protect the personal information of its Members and is bound by the National Privacy Principles.

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 will provide an interlibrary loan service, and may suspend this service to any Member who does not return any interlibrary loan title by the due date.

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 1 month will be sent to all Members who supply an email address.

If after 2 attempts to contact a Member regarding overdue titles, the overdue items are not promptly returned, VAILS may suspend services.

Members will be notified of overdue Braille items.

After 3 months of inactivity for Online Members, VAILS will email the member to enquire if assistance or support is needed and ascertain if any loaned daisy player is still required.

After 6 months of inactivity, VAILS will contact non Online members in writing to enquire if assistance or support is needed and ascertain if the DAISY player is still required.

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 1 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 development of the Library service. We encourage Members to call the Library on   
1300 654 656 to speak with Library staff about the service or send an email to library@visionaustralia.org. The feedback gathered from Members has a significant impact on service design and improvement.

Vision Australia has a formal complaints policy which is located on the Vision Australia website. Members may also request a hard copy of this policy by contacting the Library.

**Review**

This document will be reviewed annually by VAILS, taking into account member feedback. VAILS may make changes to these terms and conditions where necessary or desirable, and advise members in a timely manner where feasible.

Updates to this document will be available on the VAILS web page.

**Document reviewed:** 21 April 2016

**Effective**: 1 May 2016