



Member Name: _____ Renewal due: _____

Lincoln Community Toy Library

MEMBERSHIP HANDBOOK

A guide to your membership with the Lincoln Community Toy Library

Welcome

Lincoln Community Toy Library is a non-profit volunteer community organisation that promotes the importance and the value of play. Membership with the Lincoln Community Toy Library allows families, guardians and grandparents to access a wide range of quality educational toys.

Contact information

Address: 158 North Belt, Lincoln (next to Plunket Rooms)
Phone: 021 102 5442
Email: librarian@lincolntoys.org.nz
Postal: PO Box 69017, Lincoln 7640
Facebook: www.facebook.com/lctllibrary
Website: www.lincolntoys.org.nz
<https://lincolntoys.setls.com.au/>
Opening Hours: Every second Saturday 9.30am – 11.30pm,
every Wednesday 1.30 – 3.30pm
Closed: All public holiday weekends and Christmas school holidays
Check website for details.

Overview

This handbook contains the terms and conditions of membership including information about:

1. Library management
2. Membership levels, renewing and cancelling membership
3. Keeping in touch
4. Borrowing and returning toys
5. Overdue, lost or damaged toys

Library Management

The Lincoln Community Toy Library (LCTL) is managed by the LCTL Committee. The LCTL Committee has overall responsibility for the LCTL and the standard and quality of toys and services offered. Voluntary positions on the Committee include: President, Secretary, Treasurer and other roles such as Advertising, Promotions, Fundraising, Grants Co-ordinator, Newsletter Editor, and Toy Purchasing.

Membership levels, renewing and cancelling membership

LCTL is hugely dependent on members' assistance to run the Toy Library and keep costs down. Over the course of the membership year we require the help of our members on different occasions and with various activities. These activities include, but are not limited to, helping the Librarian on Saturdays with Toy Library sessions, fundraising, library maintenance, and helping with the annual stock-take.

Membership levels

Contributing membership

The current membership rate for a contributing membership is \$40.00 per year. This membership requires you, over the course of your membership year, to actively contribute to the Toy Library on two occasions (known as a volunteer session). Where possible you should choose a volunteer session at the time of joining or renewing your membership and record on the roster calendar at the Toy Library. Alternatively, you can nominate yourself for a volunteer session by logging into your account <https://lincolntoys.setls.com.au/signin> and navigating to the online calendar.

For each volunteer session you complete, you will receive a \$5.00 toy hire credit on your account. Where there are unfilled slots, you may choose to help with an additional volunteer session and receive a further credit to your account.

Non-contributing membership

The current membership rate for a non-contributing membership is \$100.00 per year. This membership does not require you to contribute to the running of the Toy Library over the course of your membership year.

Committee member membership

The current membership rate for LCTL Committee members is \$40.00 per year. Committee members assisting with roster duties, in addition to their role as a committee member, will receive a toy hire credit of \$5.00 per volunteer session.

Casual membership

The current membership rate for a casual membership is a bond of \$20.00. The bond will be returned to you once you return the toys or it can be rolled over.

The casual membership is designed for members who have short-term needs for our toys, e.g. grandparents who have grandchildren staying for a few weeks.

Toys can be hired at the standard toy hire rate for all members, however casual members will also incur an additional non-refundable fee of \$5.00 each time toys are hired.

Renewing membership

Memberships run for one year from the date of sign up and are not refundable or transferrable. All fines need to be paid before membership can be renewed.

Members wishing to renew their membership can pay by direct debit (03-1588-0017819-00) or cash at the Toy Library. Please use your family name as a reference and email treasurer@lincolntoys.org.nz and librarian@lincolntoys.org.nz to let us know that you have made a payment.

You will receive a notification to renew your membership four weeks before its expiry date. If your membership is not renewed before the expiration date of your membership, your membership will lapse and you will need to sign up as a new member on your next visit the Toy Library.

Incomplete contributing membership

You will receive a reminder by email 4 days before your volunteer duty is coming up. If you are unable to participate in the volunteer session you nominated, you need to give at least 4 days' notice: by contacting the Librarian. Should you fail to turn up on the day without notice and/or sufficient reason you will incur a fine of \$15 and you will be required to re-schedule another roster duty.

If by the end of your membership year you have not completed your two contributions, you will not be able to hire toys or renew membership until you have paid for the equivalent of a *non-contributing membership*.

Cancelling membership

The LCTL Committee may choose to terminate your membership, should you repeatedly fail to comply with the Terms and Conditions contained in this Member's Handbook. Terms and Conditions can also be viewed on the LCTL website and the official notice board at the Toy Library.

If you wish to cancel your membership, you must do so in writing. Cancellation requests will be confirmed by email within four weeks.

Membership dispute

You have the option to appeal should you disagree with any of the LCTL Committee's or Librarian's decisions. The LCTL Committee will consider and discuss your appeal. The LCTL Committee decision will be final and binding.

Keeping in touch

You will receive updates about the activities and news of the Lincoln Community Toy Library by email. We also have a notice board situated at the Toy Library and a Facebook page for sharing ideas and activities.

The addresses provided by you shall be deemed your 'address for service' for any letter or document. Service will be deemed to be fulfilled for any document sent by normal mail, two days after mailing. It is your responsibility to inform the Lincoln Community Toy Library, in writing, of any address change.

Main form of communication for members to contact the Toy Library shall be by email or text and you will need to supply a valid email address to receive reminders from our online system about toys due for return or upcoming volunteer sessions.

The current opening hours, and terms and conditions of membership including hire charges, fines, bonds, duty credits, are posted in the Toy Library and on our website and may be subject to change with a minimum of one month's notice.

Borrowing and returning toys

All toys (including games, puzzles, DVDs, and costumes) need to be handled with care to ensure they remain in good condition and can be used by other LCTL members.

Toys are borrowed for a period of two weeks. Do not exchange toys with friends or family (even if they are LCTL members).

Toy hire rates

The hire rate applies for each two-week period that the toy is hired. Toy hire rates vary from \$0.50 – \$3 per toy, and are dependent on the category and size of the toy.

Payments for toy hire need to be made at the time of hire. It is also possible to put credit on your account. This can be done at the Toy Library in person, or by making a payment to the LCTL bank account (03-1588-0017819-00). Please use your family name as a reference and email treasurer@lincolntoys.org.nz and librarian@lincolntoys.org.nz to let us know you've made a payment.

Choosing your toys

When choosing toys, please consider the safety of younger siblings. Our toys are clearly labelled if they contain small parts that may pose a choking hazard for young children.

Safety

You are responsible for the safety and the behaviour of your children while at the LCTL.

Checking your toys/ missing pieces

It is your responsibility to check that toys are complete when borrowing, and when returning. If there is any doubt about the content, ask the Librarian to check the toy against the library's records. If anything is missing contact the Librarian (refer to contact details on front cover) within 48 hours of borrowing the toy. Otherwise any missing pieces will be your responsibility and you may be charged for them.

Batteries

LCTL does not provide batteries for toys. It is your responsibility to provide batteries if required.

Renewing toys

Toys can be renewed by logging into your profile at <https://lincolntoys.setls.com.au/signin>, by emailing librarian@lincolntoys.org.nz or in person at the Toy Library.

Toys can only be renewed ONCE to allow all families the opportunity to borrow each toy. If you cannot return the toys by the extended date, please contact the Librarian to arrange other options. If your toys are due for return during a public holiday weekend they are automatically renewed for one more week at no extra charge.

Christmas Break

Toys must be returned on, or before, the last session of the year and cannot be renewed. You may hire LARGE, one-piece toys only over this period; these can be booked in advance (a \$5.00 booking fee applies). Toys must be returned on the due date to enable the annual stock-take to be completed. Dates will be advertised in advance.

Returning toys

It is your responsibility to return toys on time and in a good, clean condition. This will ensure the LCTL can run efficiently.

Toys must be cleaned thoroughly before returning them to the toy library. Members returning unclean toys will be asked to clean their toy at the Toy Library, or renew their toy and return the toy clean. Returning toys unclean a second time will incur a fine of \$5 per toy.

Insurance

All toys remain the property of the LCTL. LCTL insurance does not cover the toys while they are in your home or in transit. From the time the toy has left the Toy Library until it is returned to the Librarian, it is your responsibility. You are financially liable for any loss or damage that might occur while toys are in your care. Where the LCTL believes damage has occurred due to deliberate misuse of the toy, members may be charged up to the replacement value.

Overdue, lost and damaged toys

Overdue toys

Members will receive an automated message to remind them of their toys return date and that they have overdue toys. Toys must be returned by the due date. Toys not returned on, or renewed before the due date, will incur a fine. If toys are not returned after reaching the borrowing limit of one re-issue (usually four weeks after initial issue) your membership will be put on hold and you will be asked in writing to return the toy. LCTL reserves the right to take steps to reclaim overdue toys and/or to charge for the full replacement cost of the toy and all associated costs and/or fees due as determined by the LCTL Committee.

Overdue toys attract a fine of \$2 per week per toy. If you are unable to return toys in the specified time due to unforeseen circumstances, please contact the Librarian (refer to contact details on front cover).

Missing pieces

Any pieces not accounted for on return, will be your responsibility and you may be charged for them if you have not notified the Librarian of them within 48 hours of hiring the toy.

If a toy is returned with missing pieces, you will receive a reminder notifying you of the missing pieces by email and giving you time to find the missing piece. No fine will be incurred at this point. If a missing piece from a toy or game cannot be found after a two-week period, a fine of \$2 per missing piece will be incurred. This fine is refunded if the missing piece is later returned.

Where the missing part limits the appearance, safety or the functioning of the toy (e.g. puzzles), you will be required to contribute to the cost of replacing the toy, based on the age and condition of the toy in question as determined by the LCTL Committee.

Damaged toys

If a toy or part of a toy is broken or damaged beyond what is considered normal wear and tear, reducing appearance, safety or the functioning of the toy you will be required to contribute to the cost of replacing or repairing the toy as determined by the LCTL Committee.

Please advise the Librarian of any damage to discuss repairs. Please do not repair toys without consultation with the Librarian to check it is appropriate.