

# Application to Join Unley Libraries Home Service

The Unley Libraries Home Service offers four weekly deliveries to City of Unley residents unable to access the library for various reasons. The service is free and relies on the support of a large team of volunteers who select and deliver library resources.

## Who can join?

- Housebound residents including frail aged and persons with disabilities and their carers.
- Residents unable to access any Unley Libraries branch regularly (every four weeks) due to temporary or permanent health problems and access difficulties.
- Residents able to access the Libraries, but unable to transport their selected library resources home. Home Service will deliver the resources the residents select for themselves every 4 weeks.
- Permanent residents of Nursing Homes are entitled to Home Service. Respite residents can join if they are City of Unley residents.
- Staff of Unley Aged Care and Disability establishments can join to borrow resources suitable for their clients. Staff undertake to look after loaned items, ensure their timely return and promptly advise Home Service staff when they change jobs.
- Full-time carers of housebound City of Unley residents.

If you fit any of the criteria for membership listed above, and would like to join the Unley Libraries Home Service, please complete this application form.

# Unley Libraries Home Service Registration

Title: MR  MRS  MS  MISS  DR

Family Name: \_\_\_\_\_ Date of Birth: \_\_\_/\_\_\_/\_\_\_

Given Names (in full): \_\_\_\_\_

Preferred Name: \_\_\_\_\_

Postal Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Post Code: \_\_\_\_\_

Delivery Address: \_\_\_\_\_

(if different from above)

Suburb: \_\_\_\_\_ Post Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone:(h) \_\_\_\_\_ (m) \_\_\_\_\_ (w) \_\_\_\_\_

Language spoken at home: \_\_\_\_\_

(other than English)

Are you already a library member? Yes  No

If you are a library member, please supply your membership number if it is available: XO\_\_\_\_\_

Indicate if you expect to need Home Service:

Permanently  Temporarily  Unsure  While Staff / Carer

Next of kin..... Phone no.....

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For Home Service members who live alone:

Please provide an emergency contact (relative, friend, neighbour, doctor etc)

Name.....

Address.....

Phone no.....

This person should be made aware that you are joining the Unley Libraries Home Service and are providing their details as an emergency contact.

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## Declaration

- I wish to borrow items from the Unley Libraries.
- I reside in South Australia and am over 18 years of age.
- I agree to comply with the regulations of the Libraries/Toy Library.
- I give permission for any duly authorised Library representative to enter the premises listed in the Delivery Address above for the purpose of delivering library services.
- I undertake to pay for or replace any items lost or damaged.
- I will inform the library of any change of address/name.
- I am aware of and undertake to abide by the Copyright Act (1980) and the copyright laws on software usage and licensing.
- I agree to accept responsibility for all information sent and received via library electronic databases and to avoid illegal and offensive material, and to abide by Conditions and Guidelines for Use of the Internet

Signature ..... Date .....

## Feedback

Please contact us with your concerns, compliments or comments.

We aim to provide consistent quality and excellence in our service to you.

When our service does not meet your expectations, or if a staff member or volunteer exceeds your expectations we would like to hear about it.

If you have a concern or complaint we will try to resolve the matter immediately. If we are unable to do so we will resolve the matter as soon as possible and let you know who will take charge of the matter and keep you informed of its progress. After we have addressed your concerns, we will check to ensure you are satisfied with the way we handled them and that there are no outstanding issues.

**Remember that raising a concern or making a complaint will not disadvantage the service provided to you in any way. Rather, it will assist us in improving our customer service to you.**

## What would you like to borrow?

Unley Libraries Home Service offers a range of resources including books, magazines, CDs, MP3s, DVDs, blu-rays, audio-books, and materials in languages other than English.

A maximum of 30 items can be delivered, but this could be negotiable in some circumstances. If you enjoy reading a large number of books, select a broad range of subjects so the Library can provide a sustainable long-term service.

**NB: Please indicate how many items you would like each delivery**

How many?	How many?
• Large print books ..... _____	• Books on CD /MP3 _____
• Ordinary print books ... _____	• Magazines _____
• Paperback only..... _____	• DVDs/Blu-ray (maximum = 8) _____
• Hardcover only..... _____	• Music CDs (maximum = 8) _____
• Pictorial books ..... _____	• Languages other than English _____

Using the list below circle the subjects you would like supplied. You can add any other subjects you might like to suggest.

### Books or Audio-Books (CD MP3 )

- Non Fiction e.g. travel, biography, science, history, sport, literature, art, craft
- General Fiction e.g. classic books, bestsellers, sagas, family stories, historical fiction
- Romance e.g. light romance, historical romance, romantic suspense
- Mystery e.g. detective stories, murder mysteries (UK US Australian Other)
- Adventure e.g. thrillers, espionage, fictional war stories
- Westerns
- Science fiction, fantasy, horror

**Magazines** (A list of titles is available on request) **Number required .....**

- Travel
- Nature
- Sport
- Health
- Computer
- Current affairs
- Homes and gardens
- Women's magazines
- Reader's Digest Large Print Magazine

**DVDs**  **Blu-ray**  (maximum of 8 per loan period) **Number required .....**

- Travel
- Documentaries
- Sport
- Music / Concerts
- Health
- Movies
- Comedies
- Television Drama

**CDs** (maximum of 8 per loan period) **Number required .....**

- Classical
- Popular
- Jazz / Blues
- Brass Bands
- Easy Listening
- Country and Western

Please circle your approximate age group to assist in the selection of resources. Under 20 / 20-30 / 30-40 / 40-50 / 50-60 / 60-70 / 70-80 / 80-90+

Unley Libraries staff can be contacted at the following address:

**Unley Libraries Home Service**  
**P.O. Box 1, UNLEY SA 5061**  
**Phone: 8372 5137**  
**Email: [libraries@unley.sa.gov.au](mailto:libraries@unley.sa.gov.au)**  
**Web: [unley.sa.gov.au/libraries](http://unley.sa.gov.au/libraries)**