Membership

Welcome to Gold Coast City Libraries

Did you know that membership is free for Gold Coast residents and ratepayers? Join up at one of our 12 libraries and access our collection of books, magazines, DVDs and CDs or check out our Online Library which is available 24 hours a day, seven days a week. Choose from a wide variety of ebooks, audiobooks and magazines or watch award-winning films and documentaries. There is something for everyone.

Joining the library

- Residents, ratepayers and timeshare certificate holders can join the library free of charge.
- You can join at any library or on the mobile library.
- Simply provide two forms of identification, at least one of which must show your name and current residential address and photo, such as a rates notice, driver’s licence, telephone or electricity account. Gold Coast timeshare certificate owners may join by showing the certificate of timeshare ownership and proof of their permanent residential address.
- If you have children under the age of 18, we encourage you to join them at the earliest opportunity (children can become members from birth). Please provide two forms of identification for yourself (as mentioned above), plus one form of identification which confirms your relationship to the child, such as a Medicare card. There’s something for everyone at the library. Find out more about our programs and events.
- If you are a member of Scenic Rim Regional Council, Brisbane City, Logan City or Redlands City Council library services you can join City of Gold Coast Libraries as a reciprocal member. You will need your local library card and identification as described above.
- When you join, you will be given a library membership card and PIN (personal identification number). Your membership card and PIN enables you to borrow items from the library, use the library PCs, and access the collection of online resources from home. Your membership card also lists your obligations as a library member and must be presented for all library transactions. View all of your Rights and obligations of library membership - Local Law No. 4 (Libraries) 2008.
- View and download library membership booklets in languages other than English.

Borrowing

- You can borrow up to 20 items at any time.
- The loan period is two weeks.
- Items can be returned to any library or the mobile library many of which have out of hours return chutes that allow you to return material when the library is closed.
- Items can be renewed once for a further two weeks provided they have not been requested by someone else.
- You can request that items currently on loan be held aside for you at a nominated library on their return from loan. You can also request that items located at another library be sent to a library more convenient for you to visit.
- You can place hold requests or renew items via the library catalogue, at any library or by phone.

Overdue items

- If an item becomes one week overdue, you will be sent a reminder notice via email or mail, depending on how you indicated you preferred to be contacted.
- If an item becomes four weeks overdue, you will be sent a reminder notice via email or mail, again depending on how you indicated you preferred to be contacted. At this point, your membership will be blocked and your card cannot be used for any library transactions, including borrowing items, placing holds, accessing online library or using library computers.
- If an item is eight weeks overdue, you will be sent a further reminder notice. The block on your membership will continue.
- The block on your membership will be removed once the item is returned or a replacement fee has been paid.
- If outstanding items are not returned by 10 weeks overdue, the item will be considered lost and you will be charged the full replacement cost.

Lost or damaged items

- If you lose an item you have borrowed, you must pay for it to be replaced. The replacement fee is the cost of the item.
- If you damage an item you have borrowed, you must pay for the repair of the item or the replacement of the item if the damage is deemed to be irreparable.
- Payment can be made at any library or mobile library.

Inter-library loans

- If the item you need is not listed in the library catalogue, we can attempt to borrow the item on your behalf from another library service on inter-library loan.

Lost library card

- If you think you have lost your library membership card, or if it has been stolen, notify your nearest library as soon as possible.
- Replacement cards are available from all libraries for a nominal fee and confirmation of identity.

Change of details

- If your contact details change, please advise your nearest library as soon as possible.
You are able to change your PIN at any time via the library catalogue.
If you have forgotten your PIN, contact your nearest library and library staff will assist you.

Key information

- Library catalogue
- Locations and opening hours