

Appendix 1

General Rules and Regulations of Fraser's Hill Community Library

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1. GENERAL RULES AND REGULATIONS

Fraser's Hill Community Library is run entirely by volunteers who are residents of Fraser's Hill. It is funded solely by donations from well-wishers and is a non-governmental, charitable organization¹ whose constitution is available for viewing by members on request.

In order to maintain a safe and welcoming environment for reading, learning, and other Library activities, Fraser's Hill Community Library requires all visitors to comply with the following *General Rules and Regulations* which are based on local² and international³ good practice.

Visitors who do not follow the Library's *General Rules and Regulations* can be asked to leave and can lose their Library privileges. They can also, in extreme circumstances, be arrested or be subject to other legal action.

In these rules and regulations:

- "item" is normally deemed to cover all types of Library material (e.g. books, journals, magazines, games and puzzles, DVDs enc.)
- "borrowing" is deemed to include all item transactions e.g. lending, borrowing, renewing and reserving items
- "day" means "working day" (i.e. days on which the Library is open) and "week" means "seven working days"
- "Director" is deemed to include any member of Library staff acting on behalf of the Director and in the interests of the smooth running of the Library.
- "Library premises" means any space managed or used (for Public or Private Programmes) by the Library.
- "Public Programmes" are all types of event or activity open to both Members and Non-Members.
- "Private Programmes" are all types of event or activity normally restricted to Members which may be made available to Non-Members on payment of a fee.
- "Unattended children" are children of any age who are apparently not accompanied by a parent, guardian, and/or responsible caregiver in the Library.

1.1 USING LIBRARY FACILITIES

The Library is an organized, restful place for reading, study, engaging in such activities as surfing the net, checking email, viewing films, playing board games, and having quiet conversation.

The misuse of Library facilities, abuse of staff, or conduct prejudicial to the proper use of the Library by others is therefore strictly prohibited.

Such conduct includes:

1. Harassing or threatening behaviour
2. Using obscene or abusive language or gestures
3. Making unreasonable noise, including loud talking on a cell phone or otherwise.
4. Using personal audio players, mobile phones, laptops, tablets and other portable devices in a manner which disturbs others: a member of staff may require devices to be set to a lower volume, switched off, or switched to silent mode.
5. Engaging in sexual conduct or lewd behaviour.
6. Having a knife, gun, or any other weapon.
7. Smoking (including vaping).
8. Eating or drinking.
9. Using alcohol or illegal drugs.
10. Sleeping in the Library or at the entrance to the Library.
11. Soliciting, petitioning, or canvassing.
12. Selling any goods or services.
13. Bringing any large bags, bags with wheels, or shopping carts into the Library.
14. Using a bicycle, skates, skateboard, scooter, or anything like them.
15. Bringing in an animal, unless it is assisting a person with a disability.
16. Taking photographs or making recordings without prior permission.
17. Visiting as a large party without prior permission
18. Damaging, defacing, or misusing any Library materials or property. This includes disabling Library equipment, changing the hardware or software or settings on a Library computer, or using a Library computer for a purpose other than that designated by the Library
19. Engaging in any activity in violation of national, state, local, or other applicable law or Library policies.
20. Distribution of pamphlets or fliers within Library premises unless such materials have been approved in advance by the Library;
21. Carrying or displaying of signs, posters or placards within Library premises;
22. Actions that will block access to or exit from Library premises or create safety hazards;
23. Any use of force or violence damaging to property or threatening or intimidating to any person or group.

1.2 SECURITY

1. Personal belongings should not be left unattended and may be removed by Library Staff
2. Library Staff can inspect any of your property when you come in or leave and ask visitors to show their Library Membership cards or other ID at any time.
3. Users must leave Library premises immediately in emergencies, and when requested to do so by a member of Staff.

1.3 LIABILITY AND RESPONSIBILITY

1. The Library is not responsible for personal items that are lost, stolen, or damaged on Library premises.
2. Unattended items may be removed by Library staff.
3. The Library is not responsible for children who are left unattended on Library premises (see §1.4 below)
4. Users are responsible for keeping their current contact details up to date.
5. All items borrowed by a user are deemed to be the responsibility of that user while on loan. All users must comply with the provisions of any relevant legislation e.g. laws relating to i) data protection and ii) intellectual property rights, including copyright.
6. All users must take care of all Library items and avoid marking, mutilating, annotating or damaging items, and any marking or damage found must be reported to a member of Staff.
7. Users shall normally be required to make good in whole or in part any damage caused to Library items, equipment, furniture or premises.

1.4 UNATTENDED CHILDREN

1. Fraser's Hill Community Library is dedicated to providing a welcoming environment that encourages children to visit the Library, use Library collections and services, and attend Library Programmes.
2. Library staff is available to assist and support children with their use of Library resources. However, the Library is not responsible for children who are left unattended on Library premises.
3. Parents, guardians and/or caregivers are solely responsible for the safety and behaviour of their children. They are advised that children, like all Library users, are expected to comply with the Library's [General Rules and Regulations](#) and a child who violates those rules may be asked to leave Library premises and their membership may be suspended.
4. Parents, guardians and/or care-givers must inform themselves as to scheduled Library closing times and be aware that a Library facility sometimes may have to close unexpectedly due to emergencies or safety issues.
5. It is the responsibility of parents, guardians and/or caregivers to let their children know what they should do if they must leave the Library.
6. Library staff may call the police or other appropriate local agency, if a child is left unattended when a Library facility closes or if a child otherwise appears to be at risk.

2. PROGRAMMES AND SERVICES

2.1 PROGRAMMES AND MISSION

1. In addition to providing access to print and media collections and to the internet, the Library - either alone or in conjunction with other organisations - organizes and runs a range of events and activities for its Members.
2. Part of its mission as “More than just a Library” is to assure open access to information and the exchange of ideas (see Appendix A*Vision and Mission*), which the Library seeks to do by sponsoring an extensive series of Public Programmes for Members and Visitors alike.
3. The objective of these Programmes is to offer to the public an opportunity to participate in social events, engage in activities and to hear and experience presentations and discussions of timely and interesting topics with participants who represent a broad range of viewpoints.
4. All members of the public are welcome to attend the Library’s Public Programmes, subject to any occupancy limits.
5. There are, in addition, Private programmes participation in which is normally limited to Members.
6. One of the benefits of Membership is entitlement to priority access to all Programmes: advanced registration, reduced fees or fee waivers (see §3.3 below)

2.2 PROGRAMME-SPECIFIC REGULATIONS

In order to maintain an environment conducive to the purpose of the programmes, all attendees must comply with the programme-specific regulations below.

In addition to providing access to print and media collections and to the internet, the Library - either alone or in conjunction with other organisations - organizes and runs a range of events and activities for its Members.

Part of its mission as “More than just a Library” is to assure open access to information and the exchange of ideas (see Appendix A*Vision and Mission*), which the Library seeks to do by sponsoring an extensive series of Public Programmes for Members and Visitors alike. The objective of these Programmes is to offer to the public an opportunity to participate in social events, engage in activities and to hear and experience presentations and discussions of timely and interesting topics with participants who represent a broad range of viewpoints.

1. All Library users and Programme attendees must comply with the Library’s [General Rules and Regulations](#) as well as rules applicable to a particular venue (e.g. bag check requirements) or to a particular Programme (e.g. prohibitions on photography or recording).
2. Persons shall not be allowed to enter meeting rooms once the legal occupancy limit has been reached.

3. For priority admission, attendees will only be admitted upon the presentation of a valid Library Membership card.
4. No one may act in such a way as to disrupt a Programme or obscure a presenter from the audience's view or prevent the audience from hearing the presenter.

Failure to comply with these regulations may result in expulsion from a Library Programme or facility, suspension of library privileges and/or arrest and prosecution to the full extent of the law.

2.3 SERVICES

1. Services

- *Computer and AV services:* free internet access and viewing DVDs etc. (see “browsing” \$5 below).
- *Printing services:* subject to copyright restrictions⁴, hard and soft copy data may be printed.

2. Limitations

- The service applies only to documents.
- Scanning, printing and photocopying in colour and on larger paper sizes larger than A4, such as A3, is not available at present.

3. Charges

Charges per single-sided A4 sheet or per copy are shown in Table 1 below

4. General conditions:

- DVDs and internet downloads may not be copied under any circumstances.
- External storage devices must first be scanned for viruses by a member of Staff before they can be viewed or the data contained in them can be printed or copied.
- Devices which cannot be disinfected may not be used on the Library's computers.

Table 1: Printing and Photocopying Charges

Service	Document
Printing	RM2.00
Copying	RM0.50

3. LIBRARY MEMBERSHIP

3.1. REGISTRATION PROCEDURE

1. Application form

All applicants must complete an application form (see Appendix B for an example) and, once registered, will be issued with a Membership Card (see Appendix D for an example).

2. Applicants

Applications for membership are open to all individuals over the age of six, irrespective of gender, nationality, ethnicity and political or religious orientation. Some categories of membership, however, are restricted by age or residence (see §3.2 below).

3. Criteria

Membership is at the discretion of the management committee and can be granted, suspended or revoked at any point without explanation or justification by the vote of a majority of the executive committee in formal quorate session.

4. Categories and fees

There are five Membership categories, all of which involve borrowing rights, and are subject to a registration fee (a one-off payment of RM5.00), and, in the case of Associate Membership, a Security Deposit (see §3.2.2 and 4.2.1 below).

In addition, all Members (with the exception of Life and Honorary Members) pay an annual renewal fee of between RM5.00 and RM20.00

5. Membership Card: conditions of use

All registered Members are issued with a Membership Card (see Appendix D for an example) which is non-transferable and valid up to the date shown on it, by which time it must be renewed.

6. Membership Card: replacement

In the event that the card needs to be replaced, the Library will provide a replacement for which a nominal replacement charge applies: RM5.00.

If the replacement has to be posted to the Member, there is an additional charge: RM5.00 (within Malaysia and Singapore); applicable international rate.

3.2. MEMBERSHIP CATEGORIES

There are five categories of membership: three general (1-3) and two special (4-5):

1. Ordinary

This category is open to Fraser's Hill Residents only. It provides the Member with borrowing and voting rights, priority access to Public Programmes, and the right to stand for election to the executive committee of the Library.

Fees: Registration; RM5.00: Annual renewal; RM 20.00.

2. Associate

This category is open to non-residents of Fraser's Hill. It provides the Member with borrowing rights and priority access to Public Programmes but no voting rights nor the right to stand for election to the executive committee of the Library.

Fees: Registration; RM5.00: Annual renewal; RM 20.00: Security Deposit; an amount which covers the cost of replacement if the item is lost or damaged. This is calculated on a case-by-case basis by a member of library staff and applies each time an item is borrowed: (see §4.2.1).

3. Junior

This category is open to both Fraser's Hill Residents and Non-Residents. It provides the Member with borrowing rights and priority access to Public Programmes but no voting rights nor the right to stand for election to the executive committee of the Library.

Applicants must be between 6 and 17 years of age and the application must be accompanied by a Letter of Consent signed by a parent or guardian (see Appendix C).

Fees: Registration; RM5.00: Annual renewal; RM 5.00. In addition, Non-Residents pay a Security Deposit (see §3.2.2.above and§4.2.1 below).

4. Life

This category is not open to Junior Members. Applicants for Ordinary or Associate Membership may choose to become Life (rather than Annual) Members at the time of registration on payment of a single registration fee (RM5.00) and a single, lifetime membership fee (RM200.00).

Registered Ordinary or Associate Members may, at the time of their annual membership renewal, become Life Members by re-registering on payment of the standard RM5.00 registration fee.

5. Honorary

Honorary Membership is available at the invitation of the committee in recognition of significant service to the Library.

Honorary Membership consists of Ordinary Life Membership but without fees or charges other than the normal security deposit each time there is a borrowing.

6. Non-Members

The rights of Non-Members are limited to browsing and access to Public Programmes, without priority access or reduced entry fees (see Table 2 below).

3.3. MEMBERSHIP BENEFITS

Benefits of membership include browsing, borrowing, priority access to Public and Private Programmes, voting rights at AGMs and eligibility for election to the executive committee of the Library.

Table 2: Membership benefits

Members					
Benefits	Ordinary	Honorary	Junior	Associate	Non-Member
Browsing: open shelf and red spot	YES	YES	YES	YES	YES
Programmes (public): priority	YES	YES	YES	YES	NO
Programmes (private): priority	YES	YES	YES	YES	NO
Borrowing: open shelf	YES	YES	YES	YES	NO
Voting in AGMs	YES	YES	NO	NO	NO
Committee Membership: ex co	YES	YES	NO	NO	NO

4. LENDING TERMS & CONDITIONS

4.1 COLLECTIONS

The Library's holdings - print and non-print - form two collections:

1. *Open Shelf*: the major proportion of the Library's stock
2. *Red Spot*: a small set of items consisting of reference works, specialist academic collections, and rare or valuable books and DVDs.

4.2 LENDING TERMS

1. General Terms

All Library users - both Members and Non-Members - are permitted to browse all items in the Library and to access the internet without a charge.

Only registered Members - Ordinary, Associate, Junior and Honorary - are allowed to borrow library material.

Members who have had their membership suspended may not borrow items from the Library but are still entitled to browse and to attend Public Programmes but without Membership benefits (see §3.3 above).

2. Open shelf collections

Only Members may borrow from the Open Shelf collections.

Borrowing is currently limited to print items.

3. Red Spot collections

None of the items in the Red Spot collections may normally be borrowed from the Library. However, in exceptional circumstances, items in the specialist academic collections may be borrowed but only with the explicit permission of the Librarian and for an agreed limited period.

4. Withdrawal of items

The Librarian may, at any time and without prior notice, withdraw an item from the collections or reallocated it to a different collection.

5. Inter-library Loan

The Library is currently unable to provide inter-library loan facilities but can direct borrowers to the following sites, where they can locate copies of items they wish to borrow:

- kik.pnm.my/web/guest/html
- makakat.uum.edu.my

4.3 LOAN ELIGIBILITY AND PROCEDURE

Borrowing, renewing, reserving, and returning items are all dealt with through the Library Management System.

1. Borrowing and returning Items

All Members are entitled to borrow a total of two items from the Open Shelf collections for a maximum period of 14 working days, except by special permission of the Director of the Library.

Associate Members leave a Safety Deposit (see §3.2.2.above and §4.2.1 below) at the time of borrowing which is refunded in full, if the item is returned undamaged by the due date.

If the item is damaged or lost or returned after the due date, the deposit will be used, in part or in full, to cover the costs of repair or replacement or the late overdue fees incurred (see Tables 4 and 5 below).

In the tables below, “day” means “working day” (i.e. days on which the Library is open) and “week” means “seven working days”

Items may be returned either by visiting the Library in person or by putting them in the “out of hours box” outside the Library.

All items must be returned by the due date, if fines are not to be incurred (see §5.3 and Table 4 below).

Overdue notices from the Director will be sent by e-mail to the address recorded in the Member’s details. Members are responsible for ensuring forwarding to a different address, if necessary, and are reminded that they are responsible for keeping their details up to date.

2. Renewing and reserving items

All Members are entitled to renew each item they have borrowed for a further 14 days after the first 14 day period (i.e. for a total of 28 working days) and a further 14 day renewal is permitted (making a total of 42 working days), unless the item has been requested and reserved by another Member.

Further renewals are not possible after this but if a borrower wishes to continue with a loan, the item(s) must be reissued in the normal way.

Renewal and/or reservation may be either by visiting the Library in person or by email.

3. Browsing

Borrowing from the Red Spot collection is not permitted and non-members only have browsing rights (including internet access and viewing of DVDs in the Library) but may not borrow any items.

Table 3: Loan eligibility

Members	Collections	
	Open Shelf	Red Spot
All Members	2 items for 14 days plus renewal	N/A
Non-Members	N/A	N/A

4.4 FINES & OTHER CHARGES

1. Fines

Fines are levied on items which are not returned by the due date and on lost or damaged items (see Tables 4 and 5 below).

Replacement charges are calculated on the basis of three times the current market price of the item plus a RM25.00 processing fee.

Only the Library's official record of fine and fee payment being made (held in the user account in the Library Management System) is accepted as evidence of payment.

2. Replacement charges

For Membership cards a replacement charge applies (see § 2.1.6 above and Table 5 below).

3. Suspension

Membership may be suspended for a number of reasons, such as unpaid fines, over limit borrowing, unreturned materials at the due date stated or suspension from the Library for other infringements of the regulations.

Membership of those who have fines, charges or dues outstanding is suspended until the fines and/or charges and /or dues have been paid in full.

Table 4: Fines

Overdue items	Fines
First week	RM. 0.50 per day
Second week	RM 1.00 per day
Each subsequent week	RM 2.00 per day (no maximum limit)

Table 5: Other charges

Lost/damaged items	Costs and processing
Print materials	Replacement: cost per item (case by case) plus RM25.00 processing fee.
Membership cards	Replacement: RM5.00 processing fee plus postage (if necessary): RM5.00 (Malaysia and Singapore); applicable international rate outside.

Appendix 2

Membership Application Form

FRASER'S HILL COMMUNITY LIBRARY MEMBERSHIP FORM

Membership is annual, from the date of the completion of this form, and is renewable by the date shown on your card. Please fill in by ticking the appropriate boxes. Full details of membership can be found in the Library's *General Rules and Regulations* and on the Library website: www.fhcl.com.my

MEMBERSHIP: NEW RENEWAL

SECTION 1: MEMBER CONTACT & INFORMATION

TITLE	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Miss <input type="checkbox"/>	Ms <input type="checkbox"/>	other <input type="checkbox"/>	
NAME					IC/Passport No:	
ADDRESS						
TELEPHONE & EMAIL	MOBILE:	HOME:	EMAIL:			
OCCUPATION/JOB TITLE:						
AGE	<input type="checkbox"/> under 18	<input type="checkbox"/> 18-29	<input type="checkbox"/> 30-39	<input type="checkbox"/> 40-49	<input type="checkbox"/> 50-59	<input type="checkbox"/> over 60

SECTION 2: MEMBERSHIP TYPE AND PAYMENT DETAILS

MEMBERSHIP	DESCRIPTION	DUES (annual)	REGISTRATION (one off)
ORDINARY	Fraser's Hill Residents. Full borrowing and voting rights. Eligible for committee membership.	RM20.00	RM5.00
JUNIOR	Fraser's Hill Residents. Full borrowing rights but no voting rights. Not eligible for committee membership.	RM5.00	RM5.00
ASSOCIATE	Full borrowing rights but no voting rights. Not eligible for committee membership. Please see additional T&C.	RM20.00	RM5.00
LIFE	Open to Ordinary and Associate Members.	RM200.00 one off	RM5.00
HONORARY	By invitation only. Full borrowing rights but no voting rights. Not eligible for committee membership.	N/A	N/A
PAYMENT METHOD	<input type="checkbox"/> Cash <input type="checkbox"/> Personal Cheque (in favour of "Perpustakaan Komuniti Bukit Fraser")		

SECTION 3: BORROWER AGREEMENT

I agree to be responsible for all materials borrowed with my Library Card, to inform the Library if it is lost, stolen, defaced or abused, and to pay all fees, dues, charges, and fines associated with it.

SIGNATURE: _____

DATE: _____

Please return this for to the Library for processing. Your card will be ready within four weeks. You can collect it from the Library or it can be sent to you at the address you gave. Thank you.

For office use

Accepted by:

Temporary Membership Number (Receipt number):

Appendix 3

Letter of Consent for Junior Application (please copy and print for your own use)

Letter of Consent and Agreement from Parent/Guardian

(For individuals aged below 18, applying for Junior Membership of Fraser's Hill Community Library)

** Please delete what is not applicable*

Dear Fraser's Hill Library Committee

I _____ (full name), New I/C No: _____ being the mother / father / guardian of the child named _____, hereby give him/her my consent for him/her to apply to become a Junior Member of the Fraser's Hill Community Library.

I confirm that (s)he understands what is involved in membership of the library, including the registration fee and annual membership fees, and I agree that I will be personally responsible for ensuring that (s)he complies with the regulations relating to the use of library facilities, including internet access and the borrowing of books from the library.

Yours sincerely

.....

Date:

Appendix 4

Library Membership Card

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
PERPUSTAKAAN BUKIT FRASER FRASER'S HILL LIBRARY										FRASER'S HILL LIBRARY "MORE THAN JUST A LIBRARY"					
MEMBERSHIP CARD															
NAME: ROGER T. BELL															
ID. NO: 761291587															
TYPE: HONORARY MEMBERSHIP															
MEMBER SINCE: 18 FEB 2016										PRESIDENT					
EXPIRY: N/A						NUMBER: 0017									
The use of this card is governed by the General Rules and Regulations of the Library. It is non-transferable and must be produced upon request by an authorised member of the library staff. If found, please return it to the library or inform us at info@fhcl.com.my															

Notes

1. The *Lending Terms and Conditions* of the Library, Sultan Idris Education University (UPSI), TanjongMalim, Perak DR: <http://www.upsi.edu.my>
2. The *General Rules and Regulations* of the New York Public Library: <http://www.nypl.org/help/about-nypl/legal-notice/website-terms-and-conditions> and the *Library Regulations* of the University of Edinburgh http://www.ed.ac.uk/files/atoms/files/library_regulations.pdf

3. *General information on Copyright and Intellectual Property*

Copyright law in a very small number of countries allows the downloading of copyright protected content for personal, non-commercial use. Although downloading or other private copying is in some cases permitted, public distribution or otherwise offering copyright protected content is illegal in most, if not all, countries.

Under Malaysian law, infringing copyright (whether for commercial gain or not) is punishable by fines and/or imprisonment and, in the case of foreign nationals, expulsion from the country in which the offence takes place.

Offences include:

manufacture, importation, possession, public exhibition and distribution of, and commercial dealing in, infringing copies; causing a literary or musical work to be performed in public; making or possessing any contrivance used or intended to be used for making infringing copies; circumvention of effective technological measures as mentioned above; removal or alteration of electronic rights management information; and unauthorized distribution or importation of works or copies of works in respect of which electronic rights management information has been removed or altered.

<http://www.mipa.org.my/copyright.html>

4. *Library holdings: donations*

The Library welcomes donations of books and other print matter, and AV materials in any language and on any topic subject to 1) their being in good condition and originals rather than copies and 2) the approval of the Library committee.
