

## Library Member and Community Frequently Asked Questions (FAQ)

### 4 November 2022

Theme	Question	Answer
<b>What's Changing and Why</b>		
1	<b>Cardinia</b> What's changing?	Cardinia is joining Myli – My Community Library Ltd, a Not-for Profit and charity that already provides library services to the Shire's of Baw Baw, Bass Coast and South Gippsland. The service the Cardinia community knows and loves will continue to meet and exceed the expectations of the community.
2	<b>Cardinia</b> Why is Cardinia Shire Council changing?	<p>The City of Casey and Cardinia Shire Council have jointly reached an agreement to pursue a different service model for the libraries in the future, which was prompted by several factors.</p> <p>These include the significant growth and change in demographics of both communities and the Councils wanting to pursue new and separate service models for the library services, along with new legislation in the Local Government Act 2020 that requires the current regional library model be changed in the coming decade.</p> <p>The Councils have realised the benefits in operating separate library services and have started taking the necessary steps to allow them to explore the opportunities for future service models independently.</p>
3	<b>Casey</b> Why is the City of Casey staying with Casey Cardinia Libraries (CCL)?	After an extensive assessment and community consultation, Casey Council identified that CCL is best placed to be the community's library service provider. Casey will work with the CCL Board and Executive Team to transition CCL into a compliant entity under the Local Government Act 2020.
4	<b>Cardinia</b> Myli is a Not-for-Profit – What does this mean?	<p>Myli is a not-for-profit with charitable status. Myli will provide opportunities that will benefit members, the community, staff and Council. As a charity, there will be fundraising opportunities that will support investment in library services such as increasing programs and support for members and users.</p> <p>Myli's primary funding comes from Councils and the State Government, and this will continue.</p>
5	<b>Cardinia</b> When does the change to Myli take place?	Planning for the transition is taking place during <b>October</b> and November 2022 and the transition will be finalised on 30 November 2022.
<b>Services</b>		

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6	Cardinia	<p>What libraries will become part of the Myli library service?</p> <p>Cardinia Shire Council has three libraries. Pakenham, Emerald and the Cardinia Mobile Library.</p> <p>These three libraries will join Myli from 1 December 2022.</p>
7	Casey	<p>What libraries will stay as part of CCL?</p> <p>All libraries that operate in the City of Casey will stay part of CCL. This includes Bunjil Place, Cranbourne, Doveton, Endeavour Hills and Hampton Park Libraries.</p>
8	Cardinia	<p>What changes will there be for staff as part of joining Myli?</p> <p>Current staff who work in Cardinia Shire Council Libraries will be offered positions with Myli. You can expect to see familiar faces when you visit the library after Cardinia joins Myli.</p>
9	Cardinia	<p>How will I know if I will become a Myli member?</p> <p>When you joined CCL your membership was assigned to the library you joined at.</p> <p>CCL has written to members informing them of the change.</p>
10	Cardinia	<p>If I am informed that I am to become a Myli member, will I get to choose if I would like to change over?</p> <p>Yes. If you <u>no longer</u> use Emerald, Pakenham or the Cardinia Mobile Library <a href="#">click here</a> and nominate the Casey Library you use most frequently.</p>
Membership		
11	Cardinia	<p>Will transferring library members be given a new Myli library card?</p> <p>Cardinia Library Members will keep their current member number and can continue to use their current CCL card at Myli.</p> <p>Members will receive a Myli member card in the mail with their existing CCL number printed on it once the transition has occurred from 1 December 2022.</p> <p>New members who join from 1 December 2022 will be provided with a Myli library card when they join up at the library.</p>
12	Cardinia	<p>Do I need two membership cards?</p> <p>Members do not need to have two library membership cards.</p> <p>Both Library Services are part of Libraries Victoria, so whether you remain a Casey Cardinia Library Member or become a Myli Member, you will continue to have access to the same great resources and services and you can use your Membership Card at both services.</p>
13	Cardinia	<p>Will this change impact my access to e-resources?</p> <p>Possibly. <u>We</u> are working with current e-resource providers to minimise disruption and we will provide library members with an update closer to the transition date.</p>
14	Cardinia	<p>Will this impact any of my active loans or holds in Borrowbox of Libby?</p> <p>Possibly. <u>We</u> are working with current e-resource providers to minimise disruption and we will provide library members with an update closer to the transition date.</p>

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15	Cardinia If I change to a Myli membership, do I need to use the Myli website to access services and resources like booking into programs, logging into my account placing holds and using e-resources?	Yes. You will need to use <a href="#">Myli's website</a> which provides Myli members with access to booking in programs, logging into your account and using e-resources.  <a href="#">Myli's website</a> and social media channels will be updated to include Cardinia Shire Councils Libraries (Emerald, Pakenham and the Cardinia Mobile Library). This will go live from 1 December 2022.  <a href="#">The CCL website</a> will also be updated from 1 December 2022.
16	Cardinia Can I keep using the CCL App if I change to a Myli membership card?	No. Myli Members will need to delete the CCL app and download the Libraries Victoria app.  Members will be prompted to login to the Libraries Victoria app using their existing member card and pin/password.
17	Both Can I use one Library Membership Card across both services to use the public computers, WIFI and printing?	Yes.  Both Library Services are part of Libraries Victoria, so whether you remain a CCL Member or become a Myli Member, you will continue to have access to the same great services and you can use your Membership Card at both services
18	Cardinia Can I transfer my printing balances to my Myli membership?	Yes. Members who have a print balance on their CCL Library Card, can request to have the balance transferred to use at Myli <a href="#">here</a> . Alternatively, print balances can remain with CCL and be used when visiting a Casey Library. Please request your transfer <u>by Wednesday 30 November</u> , balance transfers will be available from December 1 2022
19	Both Can I use one Library Membership Card to book into events or programs at both libraries?	Yes.  CCL and Myli welcome you to book at attend events at both library services using the same login details.
20	Cardinia Will there be any changes to lending limits with my Myli membership?	Yes, there are some changes. In total, a member can have a maximum of 40 physical items on loan at any one time, but every member of your household can have a membership to borrow up to 40 each.
21	Cardinia Do Myli have a limited membership for people that can't verify a current address?	Yes, Myli have a limited membership for people that are unable to verify a current address.
In the library		
22	Both Will there be an impact on the selection of books in the library?	You will still have access to the same range of titles from across Victorian Public Libraries.

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23	Both	Will the library services still be free?	<p>Yes.</p> <p>All current free library services will remain free. Services that already require a small charge like printing, copying and some inter-library loans will remain the same.</p>
24	Cardinia	Will signage change on the buildings?	<p>Yes.</p> <p>You will see changes to branding but we will continue to feature "Library" on the front façade.</p>
25	Cardinia	Are there any differences in the fees and charges between CCL and Myli?	<p>The fees and charges are similar across the two organisations.</p> <p>You can find CCL Fees and Charges <a href="#">here</a>.</p> <p>You can find Myli Fees and Charges <a href="#">here</a>.</p>
24	Cardinia	How can I find out more about the services and resources offered by Myli?	<p>You can visit the Myli website at: <a href="http://www.myli.org.au/cardinia">www.myli.org.au/cardinia</a> or send Myli an email at <a href="mailto:hi@myli.org.au">hi@myli.org.au</a></p> <p>Myli also has a live chat on <a href="#">the website</a> where you can ask questions of the Myli team during the day.</p>