

# the Toy Library

## JOIN—at the Library Information Desk

- Fill out the membership form in full.
- Give the form to a staff member with your payment and photographic ID showing your current address
- Once you have signed up as a member you may select your toys and borrow them

Membership Fees:

**12 months**     \$40

**Group 12 month**     \$56

**3 months**     \$16 if concession (Health Care Card) \$14

## Explore—in the Toy Library

- Children must be closely supervised by an adult at all times
- Do not open boxes/sacking/packaging, this results in missing pieces and causes hazards to big and little people—play with our toys at home not in the toy library
- Keep the Toy Library tidy, please look at one toy at a time then put the toy away
- Pay attention to safety labels on our toys especially if you have children under 3 years old

## Borrow

- If you need any assistance (new membership, renewal or fee payment) please go to the Library Information Desk located at the front of the Library
- When the Toy Library is not staffed, please go to the Library Issues Desk to borrow toys
- Families can borrow 15 items. Group members can borrow up to 30 items,
- Our Toys can be borrowed for up to 4 weeks for general toys/puzzles/games.

## At Home

- Check the toys before use and report any missing pieces/concerns within 24 hours of borrowing. Email us at [toyllibrary@burnside.sa.gov.au](mailto:toyllibrary@burnside.sa.gov.au) or phone: 8366 4181
- Please respect our toys, we encourage you to keep them in a special place and keep for special times not for continuous play
- Our toys are provided to help children develop skills, not necessarily to occupy them full-time for the period the toys are borrowed
- Please ensure that ALL resources are stored indoors when not in use. The sun can warp/discolour and keeps creepy crawlies and pets from spraying on them

## Return

- Check and clean toys prior to return. Please do not return toys with missing pieces ask us to extend them so you have time to find them
- Ensure packaging is returned with the toy (ie bag, sacking, box etc) - fines will be incurred for non return of packaging
- Return toys directly to the Toy Library and place in the red chute, larger toys on the designated returns desk

# FAQ's—Frequently Asked Questions

## Missing/Damaged Toys

We love providing you and your children with beautiful toys. We know you love borrowing toys that are complete so please help us keep the standard of our toys by:

### REPORTING MISSING BITS WITHIN 24 HOURS

All toys are checked for missing pieces/safety and damage by our staff/volunteers prior to being shelved in the toy library. Members are asked to check the toys they borrow and contact us straight away if they have any concerns eg missing pieces/damage. If members do not advise us within 24 hours of borrowing that there are lost or pieces or damage then it is assumed that the loss/damage occurred during your borrowing period. Please advise us of any damage to toys on return so that we can assess—our little borrowers safety is very important to us.

### CHECK TOYS BEFORE RETURNING

We do not accept toys with missing pieces so before returning your toys check all the pieces are there. If any are missing then contact us to renew the toy so you can look for them at home.

### LOST/DAMAGED PIECES

If you have searched and are unable to find the lost piece or a piece is damaged we ask that you replace the piece with a similar piece (make sure it matches/fits etc). Advise us when you return the toy that you have done this so we can inspect and amend the computer/label if required. If you are unable to replace the piece contact the toy library coordinator - [toylibrary@burnside.sa.gov.au](mailto:toylibrary@burnside.sa.gov.au) or 8366 4181.

## Safety Labels

We comply with legislation and adhere safety labels to toys that have small parts/balls or magnetic pieces. Please pay attention to these labels when selecting toys for your family, especially if you have children under 3 years old. Please advise us if any labels are mistakenly peeled off at home so we can replace them.

## Batteries

Our policy is to purchase toys that do not require batteries or that can function without batteries. We do not provide or replace batteries. If batteries require replacing it is up to members to replace/insert new batteries. Please advise staff if you notice that a toy is not working after inserting new batteries.

## Overdue Fees

Overdue toys will incur a \$5 fee for each reminder. If toys are not returned in a timely manner you will be invoiced for their replacement. To avoid overdue fees ask us to extend your toys for another month. Overdue fees can be paid at the Library Information Desk.

## Cleaning Toys

Members are required to clean toys thoroughly prior to returning them. We may ask you to reborrow toys that are returned in an unsatisfactory condition—if you have left then you may be issued with a fee for cleaning. Refer to the cleaning guide for helpful tips on how to clean toys.

## Contact Us

Toy Library staff welcome your input and queries. If you have any questions or concerns about the Toy Library please talk to the Toy Library Coordinator [toylibrary@burnside.sa.gov.au](mailto:toylibrary@burnside.sa.gov.au) or 8366 4181