Borrowing Items at the Library

A Social Story

Library members can have 40 items on loan at a time. To borrow your items, take them to a borrowing kiosk.

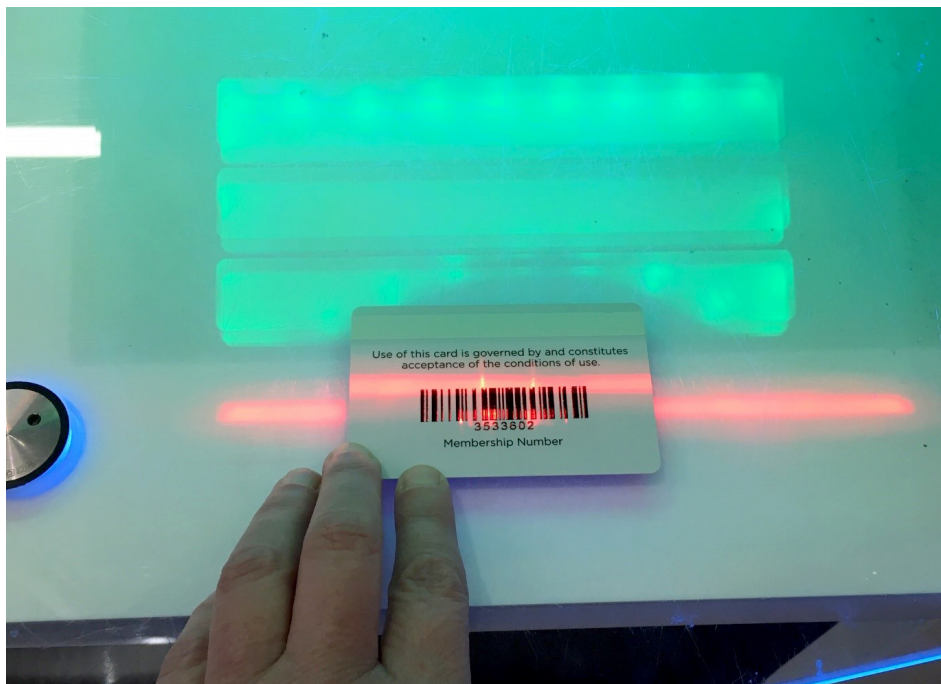These are located near the exits at each branch.

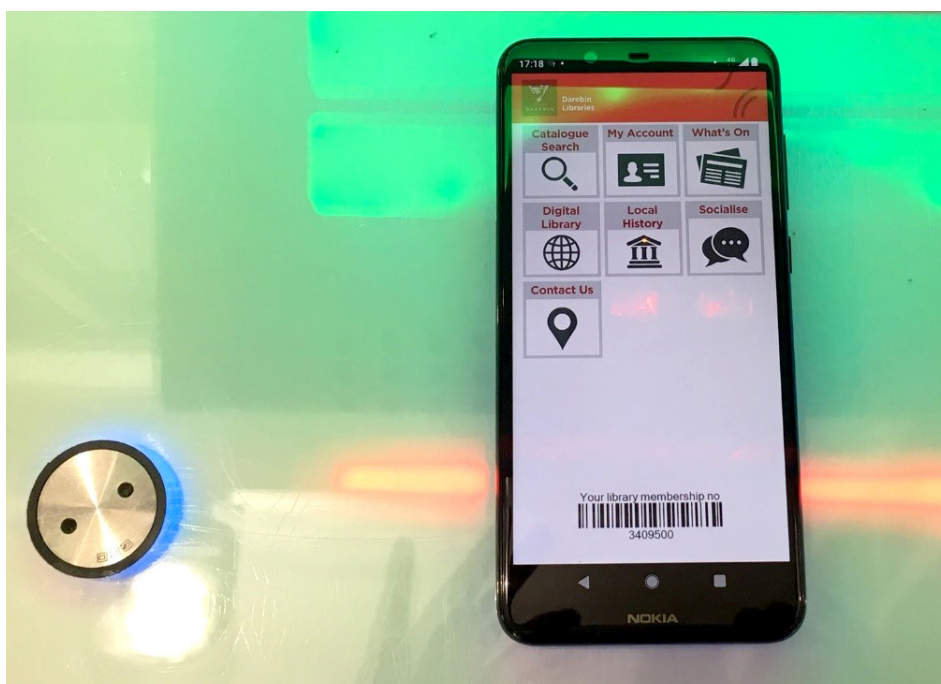The kiosks are either free-standing
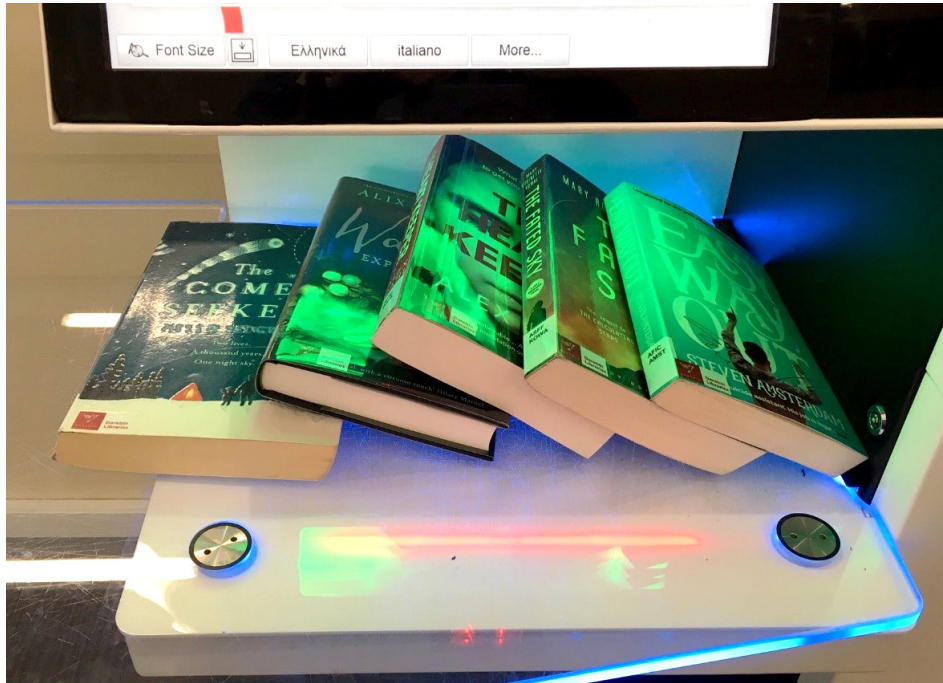

Or mounted on a benchtop.

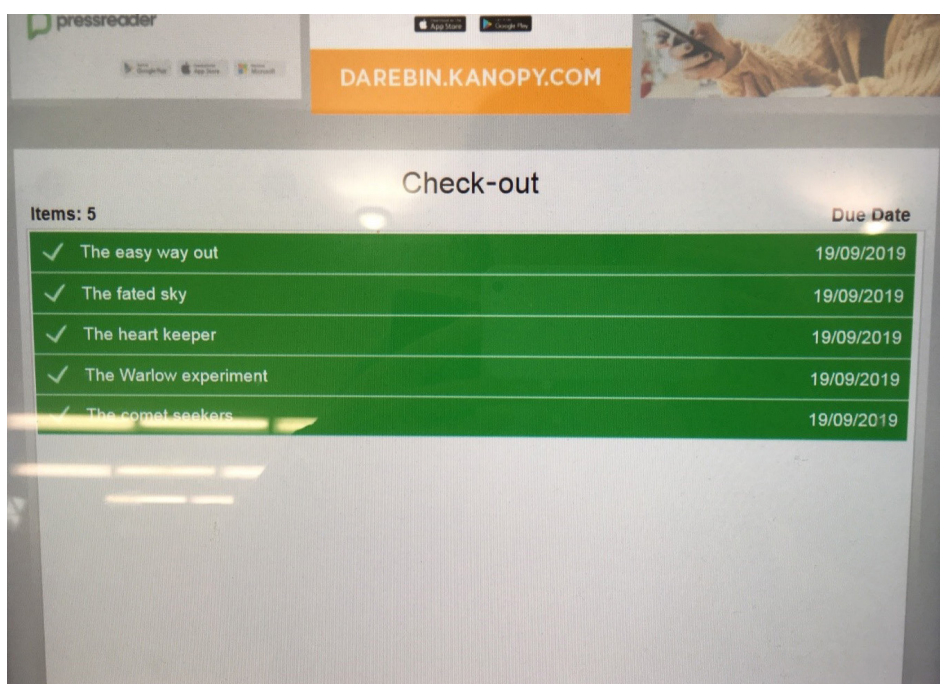To borrow library items, you will need to scan your library card

Or you can scan the barcode on the Darebin Libraries app. You can download the app to your device free of charge - search for Darebin Libraries in your app store. Once you have logged into the app with your membership number and six digit PIN, you can use the barcode on the app home screen to borrow items.
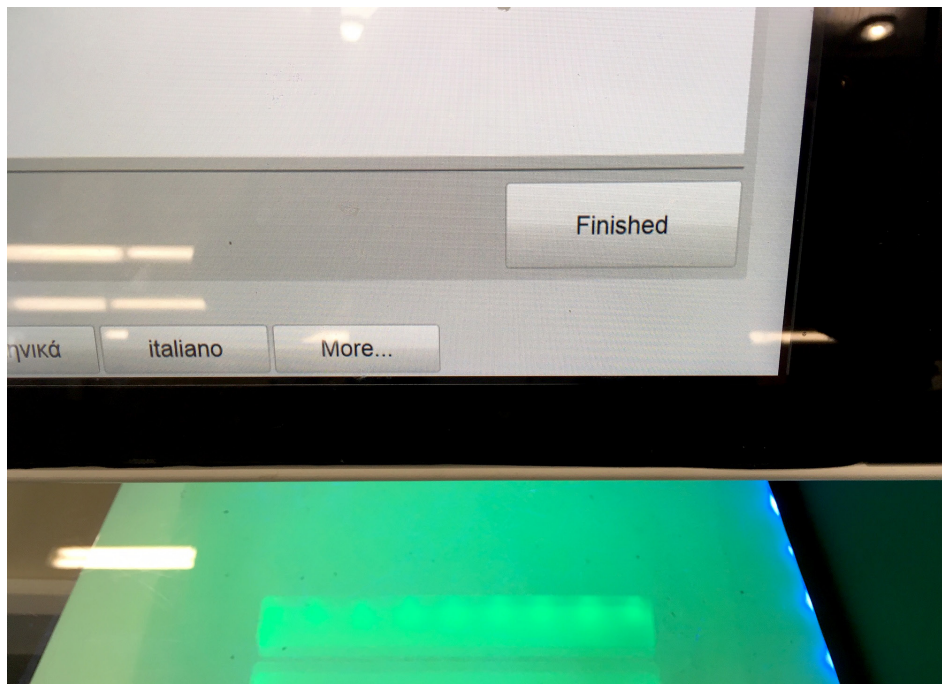
The kiosks will allow you to borrow multiple items at a time. Place up to five items at a time on the platform, as shown in the picture. Spreading the items out works best, and it doesn't matter which way up you place the items. The borrowing kiosks use RFID technology, so they don't need to 'see' the item's barcode.
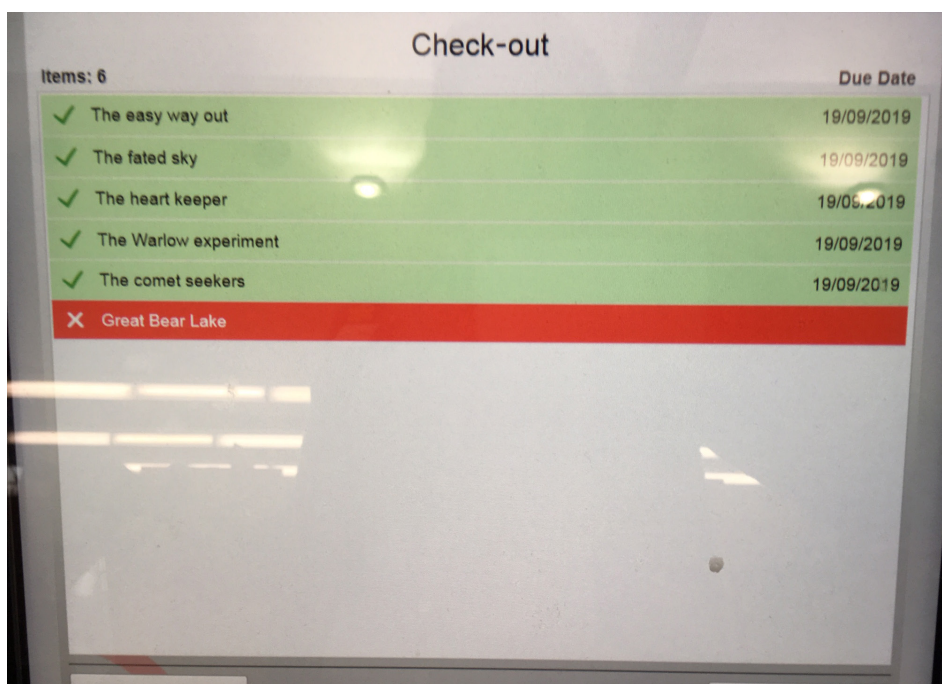

Watch the kiosk screen to confirm that you have successfully borrowed all items. Borrowed items appear in green with a tick to the left of the item name. The total number of items shown on the screen should also match the number of items you are borrowing.
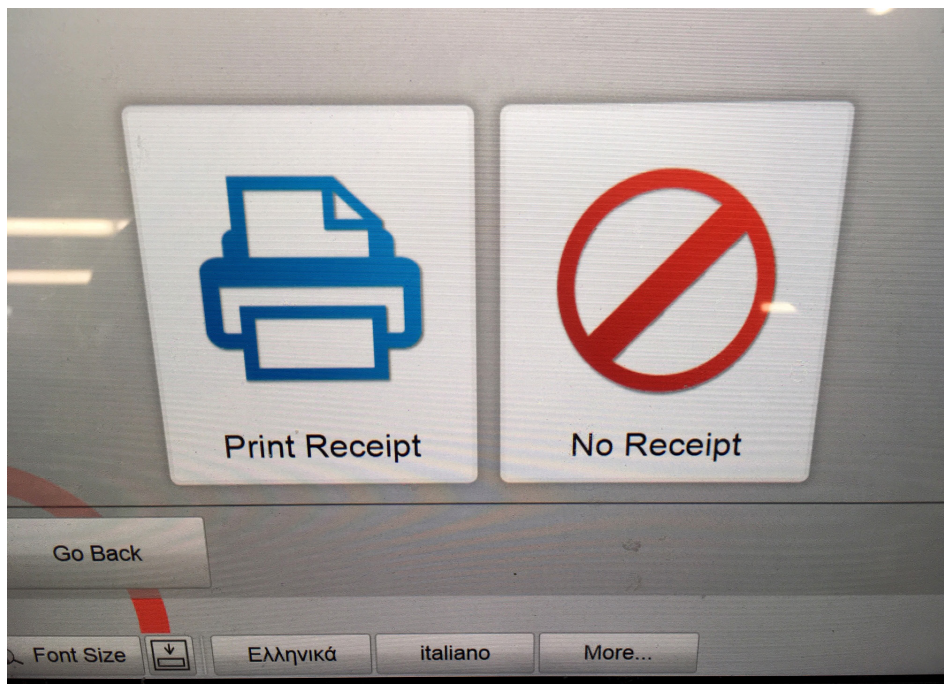
Keep placing your items on the kiosk in batches of five or less.
When you have borrowed all of your items, press
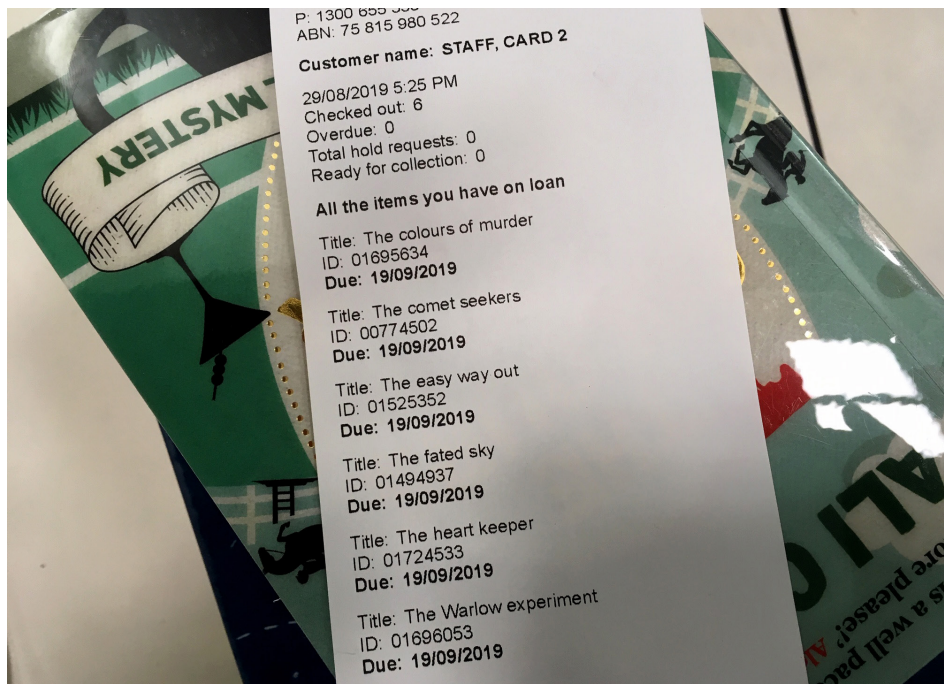Finished on the kiosk screen.

Sometimes an item won't scan on the kiosk. If an item you
are trying to borrow doesn't appear on the kiosk screen, try
removing the items that have scanned and leaving only the
missing item. If the item still doesn't appear, or if an item appears
on the screen in red instead of green, take it to a library staff
member. They will check why the item isn't scanning, and if
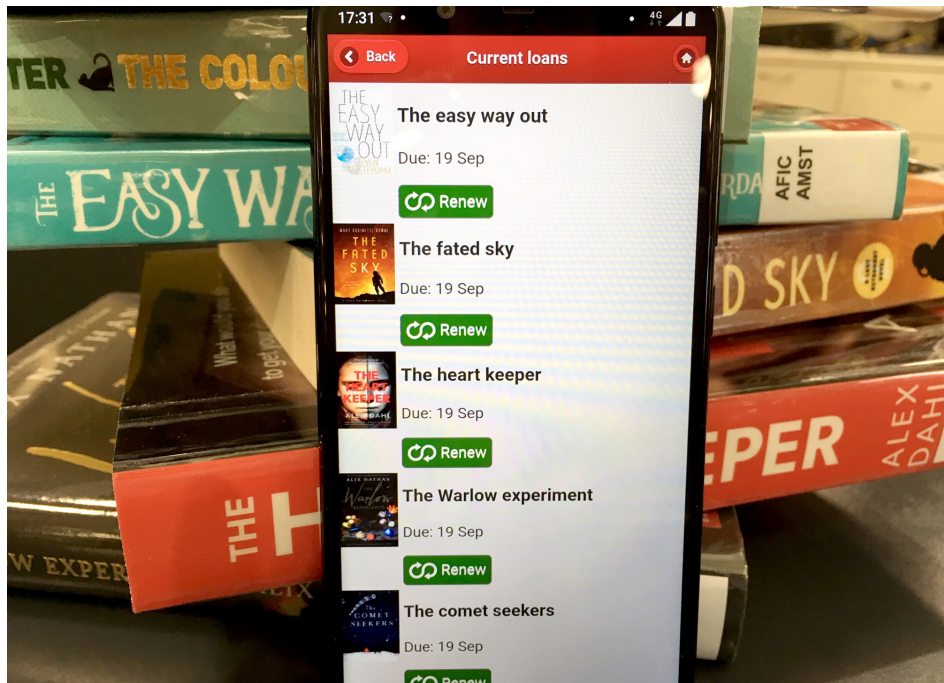possible, correct the problem so you can borrow the item.

The last step is to indicate whether you would like to print a receipt. Touch the screen to indicate your preference.

Your receipt shows a list of the items you have borrowed and the date they are due back. All items borrowed at the kiosk have a three-week loan period. You will need to return or renew your borrowed items by this date.

If you prefer not to print a receipt, the Darebin Libraries app contains the same information.

You may now remove all of your items from the kiosk and take them home. If the security alarm sounds when you are exiting the library, see a staff member for help. The alarm is quite loud. It usually indicates that one or more of your items have not been borrowed. This is a simple matter for staff to sort out.