

## **Libraries & Information**

# **Individual Library Membership Policy**

**Owner: Digital Library Services Manager**

**Signed off: 13<sup>th</sup> February 2018 (Date)**

**Signature: *Jane Everiss***

**Jane Everiss, Head of Library Services**

**All Library policies are  
reviewed annually**

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# Individual Library Membership Policy

## Purpose

To outline the basis for library membership in Gloucestershire for individuals.

## Policy

**This Policy relates to anyone who is a resident of the County or adjacent counties or non-residents who work or study in the County**

- Anyone living in Gloucestershire can become a member of Gloucestershire Libraries & Information. Membership is free.
- If you do not have a permanent residential address in Gloucestershire you will still be able to access services – please talk to library staff who will help you.
- People who live in an adjacent county may become full members of Gloucestershire Libraries & Information as we recognise our library may be the closest library service. Visit any library to join with proof of name and address.
- If you work or study in the County but you are not a resident you can become a full member of the library service. Visit any library to join with proof of name and address.

## Under 16s

To become a full child member a child will need the agreement of a parent or guardian.

If a child wishes to join without a Guarantor, we offer a Child Instant membership which offers loans of up to 2 items at a time, excluding DVDs and reservations from outside of Gloucestershire, and gives you limited internet use on the library computers, via staff.

## Visitors to the County

You can have Visitor Membership if you

- Have a library card from your home area or,
- valid ID – official document with name and address

This membership is subject to some restrictions. Internet Access is subject to Visitor Charges.

The length of a visitor membership will be subject to individual circumstances but should not exceed 90 days Visitor Membership that has lapsed can be

renewed, subject to individual circumstances – contact library to discuss.

## **Childminders**

As a Childminder you can join the library and borrow a collection of up to 20 books, loaned for 6 weeks if you:

- operate in Gloucestershire
- operate in an adjacent county as we recognise our library may be the closest library service.

Visit any library to join with proof of name and address.

Please note: The membership provides access to books for recreational use with children and not to support the Foundation Stage Curriculum. Early Years' settings requiring books to support the Foundation Stage Curriculum can access books via Library Services for Education.

### **The status of Guarantor:**

As guarantor, the parent or guardian is agreeing to take responsibility for the child's library use including of library computers, and will receive correspondence relating to that child's use.

Where possible we require the Guarantor to also be a member of the Library Service.

In the case of children in care, a foster carer or responsible adult in an official capacity e.g. Tutor or Home Manager can agree to act as Guarantor for that child's library use, including internet use.

In the case that a responsible adult in an official capacity has agreed to act as guarantor for a child in care, while the correspondence will take place with that named guarantor, Gloucestershire Libraries & Information accepts that the individual does not have personal responsibility for the child's library use.

Note: If a child wishes to join without a Guarantor, we offer a Child Instant membership which offers loans of up to 2 items at a time, excluding DVDs and reservations from outside of Gloucestershire, and gives you limited internet use on the library computers, via staff.

### **As a member what am I entitled to?**

Loan of:

- Books
- Language CDs
- Information DVDs
- Children's story CDs
- Download of eBooks, eAudiobooks and eMagazines
- Use of Virtual reference services

- Use of library computers including internet access
- Hire of DVDs and other audiovisual items (age restrictions and charges apply)
- Online reservations of items are free
- A charge is made for the request and reservation of inter library loan items and for items reserved via a member of staff.

For those customers with Visitor, Instant or Childminder Membership specific restrictions apply and the customer will be advised of these when joining.

### **What evidence do we require when a customer joins?**

#### **Guarantor for a Child or, an Adult or Childminder member:**

- We need to see one official document that provides evidence of your name and current address
- Examples of official document: Driving Licence, NHS medical card, Building Society pass book or Utility bill

If you have no official documentation:

- We will accept a personally addressed item that has been through the postal system
- We will also accept alternative evidence as proof of ID to enable you to join the library. Please talk to a member of library staff.

Some examples of alternative proof are, but not limited to

- Big Issue ID
- Evidence from the hostel or a charity working to support you

#### **Instant Member:**

In the case of Gloucestershire residents with a postal address, receipt of the library card sent to the Gloucestershire address of an online joiner is accepted as evidence.

#### **Visitor Member:**

If you are visiting the county and wish to join we require the following

- a library card from your home area or,
- one official document that provides evidence of your name and current address
- Examples of official document: Driving Licence, NHS medical card, Building Society pass book or Utility bill

## **Methods of joining:**

### **Online Joining:**

Online joining is available to customers with Gloucestershire addresses

If you complete the online joining procedure you will receive:

1. A verification email to confirm the email address and also instruct you to reset your PIN.
2. A welcome email
3. A library card and welcome pack will be posted to you. This will provide you with Instant membership to start your library use.

Instant membership gives access

- to borrow 2 books,
- reserve items
- access eBooks, eAudio and eMagazines and reference materials online

Children aged under 16 will receive Child Instant membership. To become a full member the child is required to visit their local library with their Guarantor.

Adult Instant Members who wish to benefit from full membership in order to borrow up to 20 books, use library computers and hire items, will need to visit a library with proof of identity.

### **Concessions:**

Current concessions are displayed in all libraries and online. Customers are asked to talk to staff to find out more and verify eligibility for concessions.

Concessions on charges for requesting books and other items are subject to regular verification of eligibility.

The type and level of concessions offered by Libraries & Information are reviewed regularly.

Please also refer to the **Library Charges and Sales Policy**.

### **Monitoring equalities data:**

We will undertake an equalities monitoring survey with customers who join our service. This is optional and will ask a series of questions that will help us to ensure our services are being delivered fairly. The information that you provide is anonymous and is stored confidentially and only used for the purpose we have outlined.

## **Terms and Conditions of Membership:**

- Library members are required to present their library membership card when they borrow items and book and use library computers.
- If the card is lost the library must be notified.
- The library member is responsible for all items borrowed on his/her library card.
- The library member is responsible for informing Gloucestershire Libraries of any changes to personal details, for example changes of address
- Use of Gloucestershire Libraries is subject to Byelaws and other conditions of use including the Use of Digital Devices in Libraries Policy. Policies are accessible at <http://www.gloucestershire.gov.uk/libraries/library-strategy-and-policies>

## **Use of library computers and the internet:**

- Library members are required to make their internet bookings using their membership number. If booking in a library the customer is required to present his/her membership card.

*Please note, if you are a resident of Gloucestershire but do not have a fixed address and therefore may not be able to provide the requested ID or proof of address you will be allowed access to the public PCs at no charge, in line with Gloucestershire Library Members.*

- Guests are required to provide proof of identity and to complete a booking form with their name and address.
- Library members' Internet access is not transferable to any other person.
- Visitor and Guest access is subject to a charge

## **Use of library computers and the Internet by under 16s:**

- A child's library membership includes use of the library computers, available for up to 2 hours per day. All library computers include access to the Internet.
- Use of the computers is subject to the Use of Digital Devices in Libraries Policy.
- Internet access is filtered; however, no filter can guarantee 100% coverage.
- It is the parent or carer's responsibility to monitor and manage use of the Internet and library computers by children in their care.
- If a parent/ carer is concerned about the content a child may access using a library computer we request that parents/carers accompany children on their Library visit.
- Child Instant members may be given access to the computers for the purpose of research or homework. Although we endeavour to monitor the child's use of the PCs, we are not in loco parentis.

## **How we will keep in touch:**

- If we need to contact a customer we will usually do so by email

- Customers who provide an email address will receive notifications that relate to the management of their library account
- Customers can opt in to receive library eNewsletters and eAlerts about the library service and relevant public services

### **How we use your information:**

Gloucestershire Libraries and our community library partners use a shared library management system which stores borrower records on a database. Your data will only be used for the purposes of managing your library use and is used in a way that protects your privacy. All data is held strictly in accordance with the requirements of the General Data Protection Regulation .

You can find a copy of our **Privacy Statement** at:

<https://www.gloucestershire.gov.uk/libraries/library-strategy-and-policies/>  
or by asking a member of staff or volunteer in the library.

### **How we inform our customers of the terms and conditions of use:**

- At the point of joining customers are asked to agree to observe the Byelaws, terms and conditions of use and Policies and confirm that they have read the “How we use your information” statement
- “How we use your information” posters are displayed at all libraries
- The key terms and conditions as set out in the Use of Digital Devices in Libraries Policy appear on screen prior to each People’s Network booked session and customers have to agree to the terms in order to start their session.
- The Byelaws and all policies can be found at <http://www.gloucestershire.gov.uk/libraries/library-strategy-and-policies/>
- All Libraries display a copy of the Byelaws for public to view
- When terms and conditions change they are also displayed in all libraries and online.
- All staff can facilitate access

### **The restriction or withdrawal of library services:**

- Failure to comply with the terms and conditions including library policies and the Byelaws may result in withdrawal of library membership or the withdrawal of access to some library services.
- Customer lending rights and use of Library Computers may be blocked owing to outstanding fines and/or overdue items.