

# Terms and conditions of library membership

Please be aware that we have reviewed and updated the terms and conditions of library membership.

## General conditions of membership:

- Library members are required to present their library membership card when they borrow items and book and use library computers. In addition, you need your library card to access parts of the Virtual Library and to download eBooks and eAudiobooks.
- As a library member you are responsible for all items borrowed on your library card, therefore, if your card is lost the library must be notified.
- You are responsible for informing us of any changes to your personal details, for example changes of address and email address you can update some details online via your Account login at <https://capitadiscovery.co.uk/gloslibraries/home>
- Use of Gloucestershire Libraries is subject to Byelaws and other conditions of use including the Use of Digital Devices in Libraries Policy. To view this policy please ask a member of staff or view at <https://www.gloucestershire.gov.uk/libraries/library-strategy-and-policies/>

## Use of library computers and the internet:

- Library members are required to use their membership card and PIN number for all internet bookings. If booking in a library you are required to present your membership card.
- Customers who are not library members are required to provide proof of identity and to complete a visitor booking form with their name and address. There is a charge of £1 per hour (or part hour) for visitors up to a maximum of 2 hours per day.
- Library members' Internet access is not transferable to any other person. Use of another persons' membership will result in access to the Internet being withdrawn.

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

- A child's library membership includes free 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.
- If you are concerned about the content he/she may access using a library computer we request that parents/carers accompany children on their Library visit.
- It is the parent or carer's responsibility to monitor and manage use of the Internet and library computers by children in their care.

## How we use your information:

- If we need to contact you we will usually do so by email. In some circumstances contact will be by second class post.
- 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.

If you have a query regarding this, please email the Library Helpline [libraryhelp@gloucestershire.gov.uk](mailto:libraryhelp@gloucestershire.gov.uk) or telephone 01452 426973.

[www.gloucestershire.gov.uk/libraries](http://www.gloucestershire.gov.uk/libraries)