Gloucestershire
COUNTY COUNCIL

Terms and conditions of library membership

General conditions of membership:

- Library members are required to present their library membership card when borrowing items or book and using library computers. In addition, you need your library card number to access eBooks and reference resources online.
- As evidence of membership you can also use either the barcode stored in the Library App or an email from the library service showing the library card number as part of correspondence.
- If you use the Self Service kiosks you can type the Library Card number and PIN in via the keyboard on screen.
- As a library member you are responsible for items borrowed and services accessed via your library account. Items that are returned late will incur a fine – see Library Charges & Sales Policy. To view this policy please ask a member of staff or view at https://www.gloucestershire.gov.uk/libraries/library-strategy-and-policies/
- You are responsible for informing us if your card is lost, or 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 evidence of name and address and to complete a visitor booking form with your name and address. There is a charge of £1 per hour (or part hour) - any extension on this needs to be done through library staff.
- Customers may have up to a maximum of 3 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 Use of another persons' membership will result in access to the Internet being withdrawn.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 the computers is subject to the Use of Digital Devices in Libraries Policy.
- Internet access is filtered; however, no filter can guarantee 100% coverage.
- There are occasions when Gloucestershire Libraries reserves the right to book some or all computers within a library in order to support activities and services for a group.

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 3 hours per day. All library computers include access to the Internet.
- 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 for the purposes of managing your library account 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 read our Privacy Statement by asking a member of staff or volunteer in the library, or at: https://www.gloucestershire.gov.uk/libraries/library-strategy-and-policies/ If you have a query regarding this, please email the Library Helpline libraryhelp@gloucestershire.gov.uk or telephone 01452 426973. **www.gloucestershire.gov.uk/libraries**

The Library