

Libraries & Information

Group Library Membership Policy

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Group Library Membership Policy

Purpose

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

Policy

Group membership is available for the following organisations

- Playgroups
- Nurseries
- Childrens' Centres
- Reading groups
- Music groups

The group must be based in Gloucestershire or carry out the majority of its activities in the county. If the group is based in an adjacent county and the closest library is in Gloucestershire this is also acceptable. The exception to this is for music groups for whom there are differential charges if the group is based outside of Gloucestershire.

For group membership the library card will be held in the name of the group and will require the name and contact details together with email addresses of two group members to act as contacts. Responsibility for all transactions including lost or damaged books, fines and reservations will reside with the group as a whole.

The library card will be valid for two years to ensure contact details can be updated regularly.

Depending on the nature of the group the library card may be restricted to specific items e.g. reading group sets for reading groups

Charges and loan entitlements are subject to review. The most up to date information on charges can be found on our website or at your local library. Loan entitlements are in Appendix 1.

Joining in a library:

Groups are required to complete a joining form and on completion will be given the relevant level of library membership.

Proof of Identity:

To join, proof of name and current address of two of your group's representatives or the address of the group if it has a postal address are required.

Any one of the following is acceptable proof of identity – additional proof will be required if the document does not have a current address

- Driving Licence
- NHS medical card
- Finance documentation showing name and address e.g. Building Society pass book
- Utility bills
- Council tax bill or payment book
- DSS Benefit book
- Mortgage repayment card
- Any personally addressed item which has been through the postal system

Terms and Conditions:

- The group representative should bring the card to the library in order to borrow items or use a computer
- Library membership is not transferable to any other group
- Use of Gloucestershire Libraries is subject to Byelaws and other conditions of use, including the Use of the Internet and Computer Devices in Libraries Policy, governing use of library services.
- The group representative will be issued with a PIN and is responsible for keeping the PIN private to the two named group representatives as appropriate and using it where required
- The group representative should inform the library if representatives change.

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

- At the point of joining individuals and groups 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 in all libraries
- The key terms and conditions as set out in the Use of the Internet and Computer 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/article/106687/Library-policies> or ask a member of staff.
- All Libraries display a copy of the Byelaws for the public to view
- Terms and conditions are outlined to all groups when they join the library. When terms and conditions change they are also displayed in all libraries and online.

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 the whole group 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.

How we use customer information

Gloucestershire Libraries and our Community Library partners use a shared library management system which stores borrower records on a database. The customer's data will only be used for the purposes of managing his/her library use and is used in a way that protects his/her privacy.

Gloucestershire County Council handles information in accordance with the Freedom of Information Act 2000 and the Data Protection Act 1988 and is the data controller for the purposes of the Data Protection Act 1998.

*Access to services is subject to specific licence terms and conditions which may restrict use to Gloucestershire residents only.

Appendix 1

Music groups

Music sets can be requested online via the library website.

They can be reserved between a minimum of 3 months and maximum of 6 months before they are required, and hired for up to 6 months at a time.

When completing the request the group is agreeing to the following:

- To committing to pay a charge for reserving the items. This charge will be made to the group's library account at the point the reservation is processed
- No cash refunds will be made. In the event of the library service not being able to supply a reserved item the fee that has been paid will be credited to the group's library account. Reservations cancelled by the group are liable to a cancellation charge. Changing dates may also incur additional charges.
- To return all sets complete. Any missing parts will be charged at the cost of buying a new copy of the same edition.
- That copies are not damaged or defaced with pen, stickers or similar. Any damaged or defaced copies will be charged at the cost of buying a new copy of the same edition.
- To return the music to the library it was borrowed from.

Reading groups

Reading group library membership entitles the group to:

- Access the full collection of reading group book sets.
- Online account access to enable self-service management of book set reservations.
- Free online reservations for reading group book sets.
- Extended issue period of 8 weeks for reading group book sets.
- Information regarding reading groups in local libraries may be displayed or put in Community Information Folders.
- Information on website for reading groups including useful websites, links and offers from publishers.
- Free use of library buildings as venues for Reading Group meetings

When completing the request the group is agreeing to the following:

- Reading Group Sets consist of 10 books (unless otherwise stated in the catalogue). In order to ensure that all groups receive their reserved sets complete and on time the sets must be borrowed and returned as complete sets.
- Any missing or damaged books will be charged at the standard book replacement cost
- Overdue notifications will be sent where applicable but no fines will be accrued.
- If books are overdue group lending rights may be blocked until the matter is resolved.
- Reading Groups can only borrow specified reading group sets with their reading group card.
- Extra copies and alternative formats may be available but should be borrowed by individuals using their personal library membership card.
- A group can have a maximum of 2 active reservations at one time.

Playgroups, nurseries and children's centres

- A collection of up to 30 books can be loaned for six weeks
- Overdue notifications will be sent where applicable but no fines will be accrued.
- If books are overdue group lending rights may be blocked until the matter is resolved
- Two renewals will be allowed.