

Libraries & Information

Individual Library Membership Policy

Owner: Digital Services Manager

Signed off: July 2019

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**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. Join via www.goucestershire.gov.uk/libraries or visit any Gloucestershire Library with a form of ID (see page 5 for guidance on evidence).

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 a form of ID.

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 a form of ID.

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 this agreement we offer a Child Instant membership which allows the loan 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.

The role of the parent or guardian:

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) can agree to act as Guarantor for that child's library use, including internet use. In this case, 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.

Visitors to the County

You can have Visitor Membership if you:

- Have a library card from your home area or
- Valid form of ID

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 or
- 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.

As a full 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?

For full membership: Adult, Guarantor for a Child or Childminder member

We need to see one official document that provides evidence of your name and current address. Examples of official documents include Driving Licence, 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

For Instant Membership

In the case of residents with a Gloucestershire postal address, completion of an online joining form is accepted as evidence.

Children joining without guarantors are given Instant membership but do not require proof of postal address, for instance when joining as part of a school visit.

For Visitor Membership

If you are visiting the county and wish to join, we will accept a library card from your home area as evidence, or alternatively a form of official documentation, as described above.

Online Joining

Online joining is available to customers of any age with Gloucestershire addresses

When you complete the online joining procedure you will receive:

- A verification email to confirm the email address and also instruct you to reset your PIN.
- A welcome email

Your chosen home site will allocate you a library card, and an email with this number will be sent to you. This will provide you with Instant membership to start your library use.

Instant membership allows you 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 must 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.

How we will keep in touch

If we need to contact a customer we will usually do so by email. Alternative arrangements can be made via local library staff.

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.

Terms and Conditions of Membership

Library membership is subject to terms and conditions. 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 due to outstanding fines and/or overdue items.

<https://www.goucestershire.gov.uk/media/2090506/2019-libraries-information-terms-conditions.pdf>

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 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

<https://www.goucestershire.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.