

Library Membership General Information

General Principles

1. Joining the library.

- 1.1 Anyone can use Hull Libraries
- 1.2 To borrow library material or use the Internet a library member must have their library ticket with them.
- 1.4 Library tickets can be used at any Hull library facility
- 1.5 The Library ticket is for the sole use of the individual named on the ticket and is not transferable
- 1.6 If a ticket is lost or stolen the library member remains responsible for all material borrowed on that ticket until it is reported lost or stolen to the Library Service.
- 1.7 Lost, stolen or damaged tickets will be replaced on production of proof of name or address.
- 1.8 On joining the library, all new library members will be given a copy of the leaflet "What you need to know about your library". This leaflet will be made available in large print, audio and Braille on request.
- 1.9 The leaflet "What you need to know about your library" will be available at all service points in other languages to reflect current need. Translations into other languages will be supplied on request.

2. Borrowing Library Materials

- 2.1 The number of items of library material which may be borrowed in any category will be set out in the leaflet "What you need to know about your library".
- 2.2 Library members must ensure that all library material is returned in the condition in which it was issued and on, or before, the date due for return.
- 2.3 Library members are responsible for any items borrowed on their ticket and for any fines incurred.
- 2.4 The date due for return will be clearly indicated. This may vary depending on the item borrowed.

2.5 Hull Libraries cannot accept any responsibility for equipment damaged during the playing of material borrowed from the library service.

3. Renewing Library Loans

3.1 Items can be renewed unless they are required by another person up to 10 times. Items can be renewed in person, by telephone, post, email or online.

4. Reservations and requests

4.1 Any item currently on the library catalogue may be reserved. Items not in stock may be requested.

5. Fines and charges

5.1 A charge will be made for requested items.

5.2 Items returned after the due date will incur a fine.

5.3 A replacement cost will be charged for any library material lost, stolen or damaged while on loan to, or being used by, a library customer.

5.4 The current list of fines, charges and exemptions will be displayed in each service point. These will be subject to annual review.

6. Children's membership

6.1 A letter will be sent to parents or carers of children under the age of 16 where the child has joined the library independently. It is the responsibility of the parent or carer to contact the library if they do not wish their child to be a library member.

6.2 It is the responsibility of the parent or carer to ensure that material borrowed by children and young people is suitable and appropriate for their age.

6.3 The Library Service does not accept responsibility for the supervision of children in the library.

6.4 A parent or carer must complete either a pink internet registration form or the slip at the bottom of the joining letter before a child under the age of 16 can have access to library computers.

6.5 Children aged 10 and under must be accompanied by a responsible adult when using library computers.

7. Withdrawal of library membership

7.1 Library membership may be withdrawn under the following circumstances:

- i. Failure to return library materials when asked
- ii. Non-payment of fines or charges
- iii. Violation of the Byelaws
- iv. Violation of the Acceptable Internet Use Policy

7.2 A copy of the Byelaws and the Acceptable Internet use Policy will be available in every service point.

7.3 In addition to the withdrawal of library membership, a library customer may also be excluded from library premises if their behaviour is deemed to be unacceptable by the library management.

7.4 Membership may be reinstated at the discretion of the library management.