

## **Library and Heritage Service Rules**

1. Kingston Library and Heritage Service welcomes anyone who lives, works or studies within the Royal Borough of Kingston upon Thames to register as a member of the library service. Charges are payable for the borrowing of compact discs, spoken word sets, language courses, DVDs, computer games and any other such items as the Library Service shall from time to time determine.

### **Registration of Borrowers**

2. A person must register as a borrower in order to obtain lending facilities and must undertake to observe library rules. Children under the age of 16 years of age can only register with the consent of a parent or guardian, who is required to be responsible for items borrowed by the child and to pay any charges incurred.
3. A person's identity and place of residence, either permanent or temporary, must be supported by a document showing proof of name and address. Acceptable forms of proof include a recent utility bill or bank statement, a council tax book or driving licence.

### **Library Membership**

4. Books and other items are borrowed using a library membership card. The maximum number of items that can be borrowed on a card is 20.
5. Membership cards are valid for three years; any card not used within a three year period will automatically expire from the system and become invalid.
6. Borrowers are responsible for all books and other items borrowed on their ticket and for all charges incurred in respect of such items. Loss of membership cards should be reported to the Library immediately, and borrowers continue to be responsible for all transactions on the card until said reporting has occurred. Membership cards should be returned for cancellation when borrowers leave the district, and are not transferable. Change of address should be reported immediately.
7. Borrowers hold a Membership that can be used at any library in the borough, and at any library within the other boroughs of the London Libraries Consortium (LLC); whose members are Havering, Redbridge, Wandsworth, Waltham Forest, Barking and Dagenham, Richmond, Newham, Tower Hamlets, Brent, Enfield, Hackney, Ealing and Lewisham, with Merton set to join in December 2011.
8. A borrower who loses or damages their Membership card is liable to pay for its replacement subject to charges as the Library Service shall from time to time determine. For children this will not apply on the first application for a replacement card, but will apply on all subsequent ones. Any charges will be payable by the guarantor.
9. Books must be returned or the loan period extended on or before the date due for return. Books and spoken word sets may be renewed in person at any library branch, by emailing a Kingston Borough library, online by visiting <http://www.londonlibraries.gov.uk/kingston> or by telephone. The responsibility for renewal remains with the borrower and staff will be unable to renew items if any contact is incapable of being understood. Pre-overdue emails are offered as a courtesy and any failure to send or receive does not indemnify members against any

finer that arise. Books must be handed in at a library for re-stamping at every third successive renewal. The maximum loan for any book in stock is twelve loan periods or thirty-six weeks, after which they must be returned to the library for use by other readers. No renewal of the loan period will be granted for books requested by another reader.

## **Charges**

10. Compact discs, spoken word sets, language courses and DVDs may be borrowed on the payment of a hire charge, which will be determined from time to time by the Library Service. The loan period for compact discs and DVDs is one week, for spoken word sets and language courses it is three weeks. Additional charges are payable if an item is overdue. Reminder notifications of overdue items are sent out by the Library Service. Pre-overdue alerts are available upon submission of a valid email address.
11. The payment hire charge for borrowing compact discs, spoken word sets, DVDs or language courses shall not confer on the borrower any rights of licence in respect of copyright or public performance and the borrower shall indemnify the Library & Heritage Service against all costs, claims, demands and liabilities resulting from any infringement of copyright in respect of sound recordings and any other items whilst in his or her possession.
12. Books borrowed from the Library which are returned after the authorised loan period are subject to charges as the Library Service shall from time to time determine. Children's and teen items (except DVDs), and all items borrowed by the over-75, are exempt from fines. Adult stock items borrowed on a teen card are liable for fines if overdue. An administration charge, as the Library Service shall from time to time determine, will be added if a second overdue reminder is sent. This will be charged to all readers, but for children it will be payable by the guarantor. All outstanding fines and charges should be paid within two loan periods (42 days).
13. Books and other items in the adult section may be requested at such charge as the Library Service shall from time to time determine. Items that are on the shelf at another Kingston Libraries branch can be reserved by a member of staff at the branch where the enquiry is made and will usually be sent to the requesting branch within one or two days. Requested items that are not in stock or on loan to another borrower will be kept for 14 days after the day of notification of availability, after which they will be put back into circulation. Requested items can be obtained from all other library authorities within the LLC under certain conditions. A non-returnable administrative charge is payable upon the request being made. There are four levels of charges for reservations, please refer to the library charges handout or ask staff for details. No charges are payable for requesting children's items (except DVDs) that are in stock or on order to Kingston Libraries. The registered disabled, unemployed and those in receipt of benefit are exempt from request charges for books in stock. All users are charged for requesting items not in stock or on order.
14. Borrowers are responsible for paying the replacement value, as assessed by a senior staff member, of books and other items lost or damaged whilst on loan to them.
15. Senior library staff members have discretion to refuse library materials to borrowers who fail to return such materials after notification or otherwise fail to comply with these rules and regulations.