

East Lothian Council Library Borrowing Policy

November 2018

Introduction and Purpose of Policy

1. A primary purpose of the Public Library is to bring people together with the information they need.

East Lothian Council Library Services (ELCLS) strives to maintain the most liberal lending policy possible without allowing borrowers to abuse their borrowing rights to the detriment of others.

2. This policy applies to the general public, to all staff of East Lothian Council, Councillors and library volunteers.
3. This policy is designed to ensure that all users have equitable access to the services and materials of ELCLS.

Eligibility

1. Anyone who lives or works in East Lothian can become a Library member.
2. Any person who is less than 18 years of age, who has yet to start School or is still attending a School within East Lothian or in full-time education, must obtain the name and signature of a parent or carer accepting responsibility on their behalf - henceforth referred to as guarantor. Proof of the guarantor's current address must be obtained, instead of that of the child.
3. Any person from the age of 16 may become a registered borrower of ELCLS on completion of a library membership form and furnishing two forms of identification - one proof of identity and one proof of their official address. Examples for proof of ID include : birth certificate, passport, travel pass, council tax letter, driving licence, Young Scot Card
4. Examples for proof of address (less than 6 months old) include: bank statement, utility bill, tenancy agreement, DWP letter. If a borrower is aged between 12 and 16 proof that they still live with their parent or guardian, an NHS letter or other letter confirming address will be required.
You cannot use the same document to prove both ID and address.
5. The name and address provided by a borrower upon application for a library borrower's card must be the current name and address of the library card applicant.
6. Visitors who are borrowing must provide proof of home address as well as holiday address.

It is the responsibility of the holder of a library card to report any change of name, address, phone number and/or email address. This can be carried out in any East Lothian Council branch library, by email at aslibraries@eastlothian.gov.uk or online

at <http://capitadiscovery.co.uk/eastlothian/feedback> Proof of change of address will be required to be given either at the time if in a Library or on next visit to the Library.

Library Cards

1. Any item borrowed will be considered to have been borrowed by the person whose name is on the library borrower's card and the responsibility for all library fines and/or charges resulting from items borrowed shall be the responsibility of said borrower (or borrower's guarantor).
2. Each borrower is issued with an individual card. The number of items allowed to be on loan to any single borrower is limited to 10: up to 10 books and up to 5 audiovisual items. This includes interlibrary loans.

It is at the discretion of the issuing library to restrict access to ELCLS stock for repeat offenders of late returns.

3. If a borrower wishes to borrow items or use the ELCLS facilities without showing their Library membership card then proof of ID must be shown. A message will be placed on their borrower record to show that their card was not shown. If after 2 times of not providing sight of their membership card Library staff will assume that the borrower card is lost and a replacement must be obtained.
4. There will be a replacement charge for **ALL** lost library cards. The only exception will be for National Entitlement Cards for which there is no replacement charge.
5. In the event that the library card is stolen, it is the responsibility of the cardholder to notify the library immediately of the theft. This prevents the card holder incurring charges against a stolen library card after the card holder has notified the library.
6. Adult borrowers
 - a. A National Entitlement Card may be used as a library card and no other form of ID is required. However, a form should still be completed and signed.
 - b. Members of Council staff may use their smartcard ID as their library card and no other form of ID is required. However, a form should still be completed and signed.
7. Young Person Borrowers
For borrowers aged between 0 and 15 or 16- - 18 and still in full-time education, a parent or guardian's consent is required to borrow any item that is of a higher age category than their current borrower type as detailed below:
 - a. A borrower in the Pre-School borrower category can borrow up to a junior item type but not a teen, young adult or adult item type.
 - b. A borrower in the Junior borrower category can borrow up to a teen item type but not a young adult or adult item type
 - c. A borrower in the Teenager category can borrow up to a young adult item type but not an adult item type
 - d. A borrower in the Young Adult category can borrow up to an adult item type.

All students attending East Lothian Council Secondary schools can be issued with a Young Person's National Entitlement Card and this card may be used as the holder's library card replacing any previous card they may have held if they wish to do so.

8. Visitors to East Lothian
Borrower cards are issued to visitors of East Lothian and temporary residents for up to six months. The number of items allowed to be on loan to any single visitor is limited to 2.
9. ELCLS Facilities Use Only
East Lothian residents wishing to use the facilities of the library service such as computers must still become full members.
Visitors to the area need only show proof of I.D. such as a bank card and complete a short form to join as a guest.

Loan Periods and Charges

1. General Loan Periods

Items such as books, talking books and music cds are lent for an initial period of 3 weeks.

Items can normally be renewed if no other reader has reserved the item. Items not reserved are renewable for a further 3 weeks. If an item is reserved it can be renewed for one week only.

Items can be renewed up to 2 times without being seen by a member of staff and up to a maximum of 6 times overall.

The exceptions to this rule are any ELCLS stock which forms part of a collection such as Book Group titles, Z Collection titles and Circulating Collection items. Such items may only be borrowed (including renewals) on a maximum of 3 occasions in a 12 month period.

2. Exceptions to loan periods

An exception to this standard loan period of 3 weeks applies to the hire of DVDs - DVDs (which contain 1 or 2 discs are loaned for a period of 1 week)

3. Requesting Items

When a requested title is in print or available, but not in ELCLS stock, purchase will be considered under guidelines in the Stock Management Policy. There will be a charge for all items requested whether they are currently in ELCLS stock or purchased for ELCLS.

4. Inter-Library Loans and Music Performance Sets

The Inter-library loan service is a means of obtaining books and other materials which are not held by ELCLS. The service is open to anyone but, as there is a charge for this service, it is primarily aimed at people requiring essential materials for study purposes. Only non-fiction, vocal scores and orchestral sets can be requested.

The loan period for a normal inter-library loan is stipulated by the library supplying the request, but it is generally about 6 weeks. Renewals may be possible but this is at the discretion of the lending library.

Any charges for lost or damaged items will be at the discretion of the lending authority.

5. Electronic resources

There are a range of free eResources available to all members of ELCLS with a valid library card. These are available through the Library webpages of East Lothian Council's website (www.eastlothian.gov.uk/libraries)

Overdue Items and Charges

An item borrowed from the Library Service becomes overdue on the first day the issuing library is open following the due date of the item being borrowed.

Fines for overdue materials will accumulate at the daily rate. Fines will be capped at £5 per item, with the exception of DVDs which are capped at £15 per item.

A library item posted through the letterbox at any library when the library building is not open shall be deemed to have been returned to the library on the next opening date of that library, therefore overdue fines can be accrued.

It is the responsibility of all library borrowers to return items by the due date. As a courtesy, three days before an item becomes overdue the library will attempt to notify the borrower by email based on the notification settings made by the library borrower. Once an item becomes overdue further notifications will be sent by letter or email requesting the item(s) return.

We hope that these emails are helpful, but do not rely on them as the only method of reminding yourself that the items you have borrowed are due to be returned. We will not waive overdue charges because the email has not been delivered or if you haven't received it.

In some instances i.e. self issue or telephone renewal, date labels may not be stamped with the correct return date. The borrower cannot rely on a date label stamp as a reminder. We will not waive overdue charges because the date label has either not been stamped or stamped incorrectly.

If a library borrower retains any book, audiovisual item, software, or other item owned by ELCLS under the following conditions, then the borrower will not be allowed to borrow any further resources from the Library Service until all overdue library resources are returned or full charges have been paid.

The Library Management System will automatically block borrowers who meet the following criteria.

- **The library borrower retains any item for more than 30 days after their return due date for any item**
- **The borrower has accumulated charges of £5.00 or more**

- **The library borrower has outstanding charges of any amount on their borrower record for more than 30 days**
- **The borrower retains 20 items or more after the return due date**

When a borrower is blocked for the reasons highlighted in bold above, then no further items can be issued until all items are returned or charges paid.

People will not have access to the Public Network computers until their fines/charges are paid in full. If a PC needs to be used for Universal Credit purposes a member of staff will log them in.

In the event a borrower's library account remains outstanding over 30 days from the date the fines are charged to the account, and the outstanding value of the items exceeds £10.00, the Library Service will pass the debt to the Council Finance department who will pursue the collection of the debt through any lawful means. The borrower will be expected to cover the cost of any items not returned and all overdue fines generated as a result.

Overdue charges and items will still be noted on the borrower's record until the charges are paid or the items are returned or paid for.

Exemptions

Anyone over the age of 16 will be charged daily fines with the exception of the following members:

Concessionary

Home Library Service

People aged 0 – 15

People aged 16 - 18 and still in full time education

All other exemption of charges will only be possible if proof of entitlement is shown.

Lost or Damaged Items

No borrower shall be exempt from payment of fees for the replacement of lost or damaged materials.

The charge for lost or damaged materials is the recommended retail price of the particular item. If an item is out of print the price listed on the Library Management System will be charged. Should there be no price listed the fee will be **£5.00**.

There will be no refunds given for the return of lost items where the replacement cost for the said item has already been paid.

In order to maintain a consistent quality of stock ELCLS will not accept replacement copies for any lost or damaged items.

Invoicing of Overdue, Lost or Damaged Items

An invoice will be issued when items of stock with a cumulative standard replacement value [and/or recommended retail price] greater than £10 have been retained by the borrower for more than 30 days beyond the due date, and/or overdue fines or other charges totalling more than £10 remain unpaid for more than 30 days.

Once an invoice has been raised, for full replacement costs and all overdue charges and fines incurred, a borrower will no longer be able to return items associated with the invoice.

If the invoice is not settled within a further 30 days, East Lothian Council may pursue collection through any lawful means, including referral to an external collection agency.

Exemption of payment of invoice charges will only be possible if proof of entitlement is shown.

Library Charges

DVD Lending

Adult & children's entertainment DVDs - Single - Up to 12 months from release	£2.00
Adult & children's entertainment DVDs - Single – Older than 12 months from release	£1.00
Adult & children's entertainment DVDs - Box Set - Up to 12 months from release	£5.00
Adult & children's entertainment DVDs – Box Set – Older than 12 months from release	£2.50
Children's Pre-school DVDs (3-week hire)	no fine charges

Overdue Charges

Fine charge for items issued on adult card per day open	£0.15
Fine charge for all DVDs (excluding pre-school) per day open	£0.35
Maximum charge for long overdue items (except DVDs)	£5.00
Maximum charge for long overdue DVDs (including pre-school DVDs issued on adult card)	£15.00

Request Charges

Request charge for reserving all items of stock	£0.60
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The Library Request Loyalty Scheme runs in all 12 of East Lothian's libraries. Customers who have paid for five separate requests will receive their sixth one free.

Exemptions

Anyone over the age of 16 will be charged daily fines and request charges with the exception of the following members:

- Concessionary
- Home Library Service
- People aged 0 – 15
- People aged 16 - 18 and still in full time education

No fines or request charges for people who are 0 – 15 or People aged 16 - 18 and still in full time education unless borrowing adult stock or DVDs with a hire charge

Fine and request charges for adults borrowing junior stock will apply.

Other Charges

Damaged or lost - All adult and junior items	Full Replacement Cost
Replacement Library Membership Card	£1.85
Inter-Library Loan	£6.00
Music scores (per score)	£2.00

All other exemption of charges will only be possible if proof of entitlement is shown.