

CONDITIONS OF LIBRARY USE

1. Library users are required to comply with **Libraries Byelaws**, and the **Brent Libraries Customer Promise**.
2. It is free to join Brent libraries. There is no need for proof of address unless you wish to use our free internet service. To be able to access this service please bring in proof of your full name and address. This document needs to be current and can include bank statement, utility bill, driving license, benefit book or tenancy agreement.
3. If you are under 16, you will need your parent or guardian to sign a membership form for you.
4. Books and other materials may be borrowed by:
 - a. Anyone aged 16 and over.
 - b. Children and young people under the age of 16 on the recommendation of a parent or guardian.
 - c. Parents or carers of children aged 12 – 15 will need to sign a consent form before they can borrow DVDs or playstation games.
5. One library card will be issued to each customer (each card entitles the customer to a maximum of 12 books, 4 music CDs, 6 DVDs and 8 periodicals).
 - ***A charge is payable for the replacement of a damaged, lost or stolen library card***
6. Library members are required to have their library card with them to borrow items and to make a computer booking.
7. Library members are responsible for the use of their cards and should not allow others to use it.
8. Library cards may be used at any of our libraries in the borough, and in any Library of an authority which belongs to the London Libraries Consortium.
9. Library members may only use their own cards when borrowing items or booking a computer.
10. Items may be borrowed for 3 weeks (except for DVDs and computer games which are loaned for one week).
11. Items may be returned to any Brent or London Library Consortium Libraries.
12. Books may be renewed for a further period up to a maximum of five times via our Brent Libraries website (www.londonlibraries.gov.uk/brent), on our automated renewals service on 0115 929 3388 or at any Brent Library or London Libraries Consortium (LLC) library, provided they are not reserved by other customers. (Anyone wishing to renew a sixth time is required to visit the library with the items for renewal).
13. A charge is payable for the loan of recorded music items and DVDs.
 - ***Charges will be payable for any items not returned by the due date.***
 - ***No further items may be borrowed if charges of £6.50 or more are owing.***
 - ***The current scales of charges are available at the library.***

14. Chargeable items may be renewed but would incur an additional rental charge upon each renewal.
15. Borrowers are responsible for the loss of or damage to any items while in their possession or borrowed on their library cards. If a card is lost, library staff must be told immediately, as until such notification, the card holder remains responsible for whatever is borrowed on their cards.
16. Parents or guardians who act as guarantor for their children are responsible for any items borrowed by their children.
 - **Customers will be charged for lost or damaged items.**
17. Customers who borrow music items, DVDs or playstation games are asked to check them for damage at the time of issue and to point out to staff any apparent faults. Customers will be held responsible for any damage discovered when such items are returned.
18. Customers may **reserve** any item that is currently unavailable, either in person, or on the internet (www.londonlibraries.gov.uk/brent) using the London Libraries Consortium (LLC) catalogue. If the item is not available on the LLC catalogue, it can be ordered with a non-refundable fee of £1.65.
19. Customers will notify library staff immediately of any **change of name and address**.
20. Many items are available for **reference** in the library, and may not be borrowed.
21. **Photocopies** are provided subject to the provisions of the **Copyright, Designs and Patents Act 1988**, and upon payment of the appropriate charge.
22. Personal belongings may not be left unattended in a library without the permission of a member of staff. Brent Libraries cannot accept responsibility for any personal belongings left unattended in the library.
23. Library staff may refuse to loan items, and may deny the use of a library to anyone who:
 - a) Refuses to comply with these **Conditions of Library Use**.
 - b) Indulges in any form of anti-social behaviour which may disturb other library users.
 - c) Are overtly racist, homophobic, sexist or aggressive to staff or other users.
24. Brent Libraries is not responsible for **children left unaccompanied** by their parents, guardians or carers.
25. **Complaints** may be made using Brent Council's Complaints Procedure. **Comments** and **Suggestions** about Brent Libraries may be made using the our **Comments & Suggestions** form, available in all libraries, and on the internet – www.brent.gov.uk/libraries
26. Customers using the public IT service are bound by the ICT Conditions of Use (separate document).

Data Protection Statement

You are providing your information to Brent Council, contact details libraries@brent.gov.uk. The Council's Data Protection Officer can be contacted via dpo@brent.gov.uk, or 020 937 1402. Your information is collected for the purpose of providing access to a comprehensive public library service as required to fulfil the council's duties under the following legislation, statutory or contractual requirement or obligation.

Legislation

Public Libraries and Museum Act 1964

Context

To provide a comprehensive public library service, open to all individuals and to keep you up to date on developments.

The categories of personal data that will be processed include personal details, contact details and special categories of personal data relating to ethnic origin, religion, sexual orientation and gender.

Your information will be shared with the following organisations.

Organisation

Library Management Systems

Debt Collection

Online Resource providers

Other Local Authority members of the London Libraries Consortium

Other Brent Council Departments

Police

Context

Personal information to provide access to library resources.

Contact and finance information will be shared for debt collection

Name and library card number to provide access to Brent purchased licences.

All data as part of London wide library provision, allowing access to libraries where you live, study and work without the need to duplicate input.

Contact and personal information in relation to safeguarding issues.

Contact and personal information, on request.

The council obtains information from the following sources.

Organisation

Other Local Authority members of the London Libraries Consortium

Context

All data as part of London wide library provision, allowing access to libraries where you live, study and work without the need to duplicate input.

Once your information has been collected by the council, it may be used by other Local Authority members of the London Libraries Consortium, where necessary, to provide a complete service to you across London as part of the London Libraries Consortium. This will save you providing the information multiple times if you live, study or work across London.

Brent Council does not process your information with third countries outside of the UK or EU zone without the safeguards being in place that are equivalent to the Data Protection Act 1998 or the General Data Protection Regulations (GDPR).

Your information shall be processed for 7 years from last use where debt is involved or 2 years if no debt is outstanding.

Information will be obtained by consent of a parent or legal guardian for children under the age of 16. This consent may be withdrawn at any time.

If you fail to provide the personal data, you will be unable to access computers in the library, make use of lending facilities or attend library events.

Brent Council shall process your information in adherence to your information rights under the Data Protection Act 1998 and the GDPR.

Brent Council is required by law to protect the public funds it administers. We may use any of the information you provide to us for the prevention and detection of crime. We may also share this information with other bodies that are responsible for auditing or administering public funds including the Public Sector Audit Appointments Ltd, National Audit Office, Financial Reporting Council, Cabinet Office, the Department for Work and Pensions, and other local authorities, HM Revenue and Customs, and the Police.

In addition to undertaking our own data matching to identify errors and potential frauds we are required to take part in national data matching exercises undertaken by the National Fraud Initiative. The use of data by the National Fraud Initiative in a data matching exercise is carried out under its powers in Part 2A of the Audit Commission Act 1998. It does not require the consent of the individuals concerned.

If you are dissatisfied with the processing of your information, you can raise your concern with the council's data protection officer. You have a right to lodge a complaint with the Information Commissioner's Office (www.ico.org.uk).