

CONDITIONS



Brent

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.
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 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 ten times via our Brent Libraries website (www.brent.gov.uk/libraries), on our automated renewals service on 0333 370 4700, via the London Libraries Consortium App or at any Brent Library or London Libraries Consortium (LLC) library, provided they are not reserved by other customers. (Anyone wishing to renew beyond 10 times 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 £10.00 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 and DVDs 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 £3.00 and if we are required to use the British library to satisfy the request it will £10 fee.
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).