

# Terms and conditions of Solihull Libraries membership

## Becoming a Member

Membership is free and you can join at any age. You do not need to live within Solihull Borough to have a Solihull Library membership. You can use your Library card at any Library within the borough of Solihull. Some of our services may have restrictions e.g. only accessible from within a library.

### *Joining online*

On completion of the online form you will be issued with an Online Membership number and PIN, to use online resources including eBooks/eAudiobooks, eMagazines, and eNewspapers.

To obtain a full library card to borrow physical books or use computers you will need to take this number to any local library in Solihull with proof of your name and current address.

You are entitled to one Library membership, therefore if you have previously had a Solihull Library card or if your application is rejected then please email [libraries@solihull.gov.uk](mailto:libraries@solihull.gov.uk) or contact your local library.

### *Joining at a Library*

You can join by visiting any of our Libraries with proof of your name and current address.

### *If you are under 18*

**13 or under** you will need a parent, carer or a responsible adult over 18 in the family to act as guarantor. As guarantor you undertake to be responsible for items borrowed, internet usage and any charges incurred through loss or damage.

If you are between **16 and 17 years old** we will accept a provisional driving licence, student card, letter from your school or college or other appropriate identification.

### *If you are 18 and over*

You must provide one proof of name and address from the list below (items marked \* must be no more than two months old). - Driving Licence (including Provisional) / Medical Card / Council Tax / Tenancy Agreement or Rent Book / Utility Bill\* / Credit/Charge Card Bill or Bank Statement\* / Other Official Letters\* / TV Licence

We also accept digital forms of identification held on customer devices that contain your name and current address.

## Privacy Statement

### *What do we use the information for?*

Solihull Libraries are open to all and we provide free services such as events, study areas and online services. Stock can be borrowed and reserved and computer and printing/scanning facilities are also available.

### *What information do we hold and use?*

You do not need to be a member to make use of the study space and to view the majority of the stock. However, to make use of the library computers, borrow an item of stock or make use of our electronic resources or other services we do require that you take out a membership and we will therefore collect and process the following information about you:

- ☐ Personal, for example name, date of birth, address.
- ☐ Your contact details such as email or mobile phone numbers, which depends on how you have selected to be contacted.

#### *As a member we would keep:*

- ☐ Information relating to borrower history and computer usage
- ☐ Information relating to any charges paid/owing.

#### *On what grounds do we use the information?*

If you have given your consent when you joined the library, you may be contacted via email or regarding the following:

- ☐ Loan reminder; overdue notice and/or item reservation notifications or other membership related matters

#### *How do we collect this information?*

The personal data we hold is provided by yourself when you join the library by filling out the online joining form.

#### *How long do we store it and is it secure?*

Your information is stored on our Library Management System software. We keep your information as long as you are still using the library service. Any membership not used which has expired after five years is removed unless there are outstanding loans or money owing on the account.

For the full Privacy statement please see <https://www.solihull.gov.uk/About-the-Council/Solihull-Council-Statement/Economy-and-infrastructure/Libraries-and-information-services>

#### **Your membership entitles you to**

- reserve and renew items online
- use all the resources of the 24/7 library and download eBooks and eAudiobooks , eMagazines and eNewspapers
- access computers and the internet, all our libraries have computers with free internet access
- borrow items from any Solihull library

#### **Borrowing**

Adults can borrow up to:

- 10 books (3 week loan)
- 6 CDs (1 week loan)
- 6 DVDs (1 week loan)
- 10 Audiobooks (3 week loan)
- 10 eBooks (3 week loan)
- 6 eAudiobooks (3 week loan)

Children and teenagers can borrow up to:

- 10 books (3 week loan)
- 6 CDs (1 week loan)
- 6 children's DVDs (1 week loan)
- 10 Audiobooks (3 week loan)
- 10 eBooks (3 week loan)
- 6 eAudiobooks (3 week loan)

Hire charges do not apply for the loan of CDs, DVDs, Language courses or Audiobooks.  
For a full list of charges please check <https://www.solihull.gov.uk/Libraries/Join-a-library>

### *Online eBooks, eAudiobooks and eMagazines and e-Newspapers*

You can sign up to borrow eBooks, eAudiobooks, eMagazines and eNewspapers from Borrowbox, Overdrive/Libby, and PressReader along with online resources such as Theory Test Pro.

No need to worry about returning the item on time and no charges to pay.

Go to <https://www.solihull.gov.uk/Libraries/virtual-reference-library> for more information.

### *Reservations*

If the item you require isn't available, you may reserve it online or at any library and have it sent to your local Solihull library to collect. This is free if the item is already in stock in Solihull Libraries, whether it is on the shelf or on loan.

### *Computer Access*

As a library member you can book to use a computer at your local library including printing facilities. Use of the computers is free but any printing or scanning will need to be paid for. You can also access our subscription websites. Please ensure that children are supervised when using a computer.

### *Events*

[Various events](#) are held throughout Solihull libraries for all ages. You can search for events in your area. To attend some events you will need to be a library member.

Full details of all our Library Services can be found on the [Libraries page](#) of our website

## *As a library member*

### *Managing your membership*

You can access your account at any time by logging into your online account via the Library catalogue. You will need your Library card number and PIN. You can see when your membership is due to expire. It will list when items are due back, the status of any reservations and you can renew your items. You can also check your account at any self-service kiosk.

### *You are entitled to one library card*

To be able to use the Library e.g. borrow books or use the computers you will need to have your card number and PIN. We would always recommend you bring your card with you as you may require it to access some services or provide it as proof if you have a query with your account. Due to Data Protection Regulations staff cannot provide your card number or PIN without ascertaining proof of identity and where appropriate proof of address. Do not allow your library card to be used by anyone else.

If you lose your Library card or it is stolen then please inform us as soon as possible. There is a charge to replace a lost card. Do not attempt to re-join the library by filling in the online registration form.

### *Ensure your membership details are up to date.*

To ensure that we hold up to date membership details all cards expire after a set period of time depending on the borrower category you have been assigned. If you try to take out or renew an item that will be due back after your card has expired the transaction will be blocked. To find out when your card expires please check your online account.

On expiry of your card we will check your membership details and you will be asked to provide proof of address. If you change your personal details then please let us know as soon as possible. Some changes e.g. email address can be made via your online account. To update your address then please take your card and proof of address to a Solihull Library.

***Any items borrowed should be returned on time.***

Solihull Libraries have permanently removed fines for overdue items.

It is still important that library members return overdue library items to their local libraries so that stock can be made available for other residents.

Please remember to:

- return items to the library on or before their due date to allow them to be borrowed by other library users
- renew your items online, by phone or in person at your local branch
- return overdue items once you receive an overdue notice. If you can't then please contact a member of library staff to discuss
- provide or add your email address to your account. You will get reminders before your loans are due back as well as prompts after, should you not return them

You can return items to any Solihull Library.

If you don't return an item or contact a member of staff to discuss an overdue item before you receive the first overdue reminder, ***your card will be frozen and you will not be able to take out or renew any further items***, including eBooks, eAudiobooks, eMagazines and eNewspapers, and will not be able to use library computers.

Borrowing privileges cannot be restored until overdue items are returned, or you have made contact with library staff to discuss the matter.

***You can select to receive reminders and notifications via email***

To set up email reminders, email [247library@solihull.gov.uk](mailto:247library@solihull.gov.uk) or add your email yourself via the My Account function on the library catalogue page <https://solihull.spydus.co.uk>  
Your email address won't be shared and you can opt out of marketing emails.

If you select to have notices via email you will receive a courtesy reminder 1 day before your items are due back. If you have selected to receive notices by email then if you have overdue items you will receive a notice when they are 14 days overdue, then 28 days overdue. You will also receive a notice when any reserved items are ready for collection.

If you don't have a registered email address for reminders, then please make sure that you retain the issue receipt which has the item return dates printed on it.

You can also check what you have on loan and renew loans yourself anytime in My Account

***You can renew an item up to a maximum 3 times unless:***

- The item has been reserved.
- The items are more than 3 days overdue.
- Card is due to expire before the return date.

When renewing allow enough time before the item is due back in case it cannot be renewed (this can be if the item is reserved by another customer).

### *Be responsible for all items borrowed on your library card.*

Please check the condition of items before loan and alert staff to any damage found, as you may be held responsible for any damage after you return them.

If an item is lost or damaged, then a replacement charge is payable.

Donated replacement copies are not accepted in lieu of payment.

If you have lost or damaged an item, please talk to a member of staff as soon as possible.

### **If you are acting as a Guarantor**

For persons under the age of 13 you have agreed to act as guarantor so that they can become a member of Solihull Libraries. The Library has agreed to issue a membership card on the following terms:

- ☐ That they undertake to abide by the rules of the Library.
- ☐ As guarantor you will be responsible for items borrowed and any charges incurred.
- ☐ As guarantor you will be responsible for their internet usage, including materials found on or printed from the computers, and any costs or damages that may be incurred while connected.

### **Using the Library Service**

A library is a complex public building which hosts lots of different activities and provides a variety of services to meet the expectations of our many customers. There are guidelines on how visitors should behave toward each other, library staff, the building and its stock. Solihull Libraries have their own [byelaws](#). This is a set of rules and regulations which outline how customers should behave when using a library. They were made by Solihull Council under Section 19 of the Public Libraries and Museums Act 1964. By following these guidelines customers will experience a safe and secure environment.

Misuse of your membership including abuse of members of staff or other customers could lead to your library privileges being removed. The important thing is that we want you to enjoy your visit and make the most of all the rich and varied services on offer.