



## your library membership and you

**free** books, e-books and access to the Internet  
and online reference books when you join!



# Joining the Library



- Anyone who lives, works or studies in North and South Lanarkshire can join the library.
- You can join at any age and membership is free.
- You need to bring two separate types of identification when you come to join:
  - one showing your full name and current address ( LIST A ) and
  - one showing your signature ( LIST B )
- If you are under 16 you will need a parent or guardian to sign your application form and library card.
- If you are under 16 you will require proof of full name and address for the parent or guardian who signs your application form and library card. Their details will require to be registered on our membership records.
- If you are unable to provide identification we can arrange membership with limited borrowing rights until you can provide suitable identification.

# 3

## Here are some examples of suitable types of identification

### List A

Full Driving Licence, Council Tax Notification, NHS Payment Slip, PAYE Coding Slip, Mortgage Statement, Bank/Investment Statements (within last 6 months), College/University Acceptance Letter, Benefit/Allowance Books/Notification. Utility Bills (within last 3 months), Keep It Moving Card

### List B

Passport, Driving Licence, Library Ticket\*, Credit/Bank Card, Store Credit Card, Young Scot card (photo id type only), National Entitlement Card.

- Certain items are not suitable e.g. Supermarket Cards, Loyalty Cards, personal letters and photographs.
- If you cannot provide the types of ID suggested or are unsure if you have suitable examples please ask a member of staff for further information.

- Special arrangements are in place for those who are unable to complete the form themselves. Please ask staff for details.
- People who only work or study in the area must have their application form stamped by their employer or educational establishment.
- Everyone who joins must agree to abide by CultureNL's Management Rules governing access to and behaviours in our facilities. A copy is enclosed at the end of this booklet.

\* in case of guarantor only



# Joining the library

- Adults can have up to an overall maximum of 16 items on loan at any one time.
- Children can borrow up to a maximum of 12 items.
- The table below shows you the maximum number of each item that can be borrowed with the length of the loan period.

Item	Loan Period	Adult	Child
Books	28 days	16	12
E-books*	28 days max	6	6
Magazines**	14 days	6	6
Talking Books	28 days	16	12
Compact Discs	28 days	6	6
Language Packs	28 days	2	2
Open Learning Packs	28 days	2	0
*You can opt to borrow from 1-28 days			
** current copies of magazines are for reference only			
<b>DVDs - 6 in total for adults</b>	<b>2 in total for children</b>		
Premier – Green label	7 days	4	2
Select – Yellow label	7 days	4	2
Favourites – White label	7 days	4	2
Free – Blue Label	7 days	4	2
Fortnightly – Pink label	14 days	4	2
<b>Console Games – 2 in total for adults</b>	<b>2 in total for children</b>		
Premier – Green label	7 days	1	1
Select – Yellow label	7 days	2	2
Favourites – White label	7 days	2	2
Free – Blue Label	7 days	2	2

- Certification laws will be adhered to.
- Some items are only available in larger libraries.

# What else you need to know about your library membership

## Lost Tickets

- If you lose your ticket you must report it to us as soon as possible.
- You may be held responsible for any items issued on the ticket until it is reported lost.
- In the case of under 16s the parent or guardian may be held responsible for any items issued until the ticket is reported lost.
- We will replace lost and stolen cards free of charge.

## Change of address or name

- Change of address and/or name must be notified to us as soon as possible.
- We will require proof of the new address and /or signature.

## Renewals

- You may renew items by telephone, in person, by e-mail or online provided another borrower does not require it.
- e-books cannot be renewed and require to be downloaded again after expiry. <http://nl.libraryebooks.co.uk>

- Other items may be renewed online at <http://librariesnl.northlan.gov.uk>. You will need a Personal Identification Number to do this. Please ask a member of staff for details, or e-mail us at [libraries@culturenl.co.uk](mailto:libraries@culturenl.co.uk). Alternatively you can complete the form at the back of this brochure and send it to the address shown.
- Items may be renewed via an e-mail to any library e-mail address shown in the Opening Hours section of this brochure or to [libraries@culturenl.co.uk](mailto:libraries@culturenl.co.uk). You will receive a reply advising the new return date.
- Any one item may be renewed up to 12 times, provided another borrower does not require it.
- You will be advised of the new return date. Please make a note of the new due date on the item's date label. E-books will automatically delete from your e-reader once the due date expires.
- Payment is required on next visit to the library in the case of telephone, e-mail and online renewals of overdue or chargeable items.

- Extended loan periods are available to cover holidays with the exception of e-books.
- This may mean a longer wait if the book requires to be borrowed from another library service or ordered.

## Returns

- Items returned late may be subject to a charge. Please see the Overdue, Lost and Damaged Items section for more details.
- All items may be returned to any of our libraries, including mobile libraries.

## Requests

### Books and E-books

- You may place a request for a book which you would like to borrow.
- You may request up to 12 books and 6 e-books at a time. Please note that your e-book allowance of 6 maximum includes both loans and requested e-books.
- Children and customers of the mobile library service do not have to pay for requests.
- Adults pay only for items which are not in stock in any North Lanarkshire Library.
- If we do not stock the book you require we will do our best to obtain it for you.

- Requests for books which are listed on the catalogue can be placed online at <http://librariesnl.northlan.gov.uk>. E-book requests can be placed at <http://nl.libraryebooks.co.uk>. Please note that only e-books which we have in stock can be requested via this site. You will need a Personal Identification Number to do this. Please ask a member of staff for details or e-mail us at [libraries@culturenl.co.uk](mailto:libraries@culturenl.co.uk). Alternatively, you can complete the form at the back of this brochure and send it to the address shown.

## Film, Music and Console Games

- You may request any item which is in stock in any of our libraries, free of charge, with the exception of DVD and Console Games Premier (Green Label) and Select (Yellow Label) for which a non-refundable booking fee is charged. Please see current charges posters for more details.
- You may request up to 12 items at a time. Please note however that you can only borrow up to the maximum allowed. See section What you Can Borrow for further details.

# 7

- For items which we do not stock, you may make a suggestion that we purchase it.
- We will notify you of our decision and reserve the item for you if we decide to purchase it.

## Overdue, Lost and Damaged Items

- Children are exempt from overdue charges on all free loan items which are returned late.
- Children will be required to pay for chargeable items such as compact discs, DVDs and console games which are returned late.
- Mobile library customers do not pay fines on items borrowed from the mobile library.
- The maximum amount an adult will require to pay will be 10 times the initial overdue charge for the item.



- E.g. if a book is charged at 40p per week or per part of a week the maximum charge will be £4.00 for an item which is 10 weeks late. Please see the current price list for charges for each type of item.

We will normally send you a courtesy reminder about items which have become overdue. Our main method of communication is by e-mail. Postal reminders can be sent where required.

The table below shows the timescale for courtesy reminders:

Courtesy Notice	Books	Magazines	DVD	Console Games
<b>A (email only)</b>	1 day overdue	1 day overdue	1 day overdue	1 day overdue
<b>B (e-mail / post)</b>	14 days later	14 days later	7 days later	7 days later
<b>C (e-mail / post)</b>	14 days later	14 days later	7 days later	7 days later

- All items which are lost or damaged by the borrower will be subject to a replacement charge. The charge may be reduced depending upon the age of the item.
  - Borrowers may choose to supply a new copy of the item in lieu of payment. Please note that in the case of DVDs the replacement copy must be a “library rental” version.
  - Arrangements can be made to pay charges in instalments. Where money is owed access to library services will only be allowed on payment of the current minimum payment amount or outstanding balance.
  - Guarantors have responsibility for all overdue, lost and damaged items and any charges for all children for whom they have countersigned a membership.
  - Current charges are displayed in libraries.
- entitles them to discount on items such as DVDs and console games hires from the library.
  - Most correspondence will be sent for the attention of the guarantor. This will include overdue letters. The main communication method is e-mail.
  - Normally the child will be notified about their requests by phone or e-mail.
  - At the age of 16 the young person’s membership must be upgraded to adult category to continue using our services.

## Children and Young People’s Membership

- Children’s memberships last until age 16.
- Once a young person has been issued with their National Entitlement card (Young Scot) or Kidz Kard this can become their library membership card which also





# Opening Hours

**Airdrie Library,  
Bellshill Cultural Centre,  
Coatbridge Library,  
Cumbernauld Library,  
Motherwell Library,  
Wishaw Library.**

**Mon 9.00am-7.00pm**  
**Tue 9.00am-7.00pm**  
**Wed 9.00am-7.00pm**  
**Thu 9.00am-7.00pm**  
**Fri 9.00am-7.00pm**  
**Sat 9.00am-4.00pm**

## **Airdrie Library and Observatory**

Wellwynd Airdrie ML6 0AG  
 Tel: 01236 758070  
 Fax: 01236 758076  
 e-mail: [airdrielibrary@culturenl.co.uk](mailto:airdrielibrary@culturenl.co.uk)

## **Bellshill Cultural Centre**

John Street Bellshill ML4 1RJ  
 Tel: 01698 346770  
 Fax: 01698 843509  
 e-mail: [bellshillculturalcentre@culturenl.co.uk](mailto:bellshillculturalcentre@culturenl.co.uk)

## **Coatbridge Library**

Buchanan Centre 126 Main Street  
 Coatbridge ML5 3BJ  
 Tel: 01236 856444  
 Fax: 01236 856450  
 e-mail: [coatbridgelibrary@culturenl.co.uk](mailto:coatbridgelibrary@culturenl.co.uk)



## **Cumbernauld Library**

8 Allander Walk  
 Cumbernauld G67 1EE  
 Tel: 01236 618190  
 Fax: 01236 618088  
 e-mail: [cumbernauldlibrary@culturenl.co.uk](mailto:cumbernauldlibrary@culturenl.co.uk)

## **Motherwell Library**

35 Hamilton Road  
 Motherwell ML1 3BZ  
 Tel: 01698 332626  
 Fax: 01698 332625  
 e-mail: [motherwelllibrary@culturenl.co.uk](mailto:motherwelllibrary@culturenl.co.uk)

## **Wishaw Library**

21 East Academy Street  
 Wishaw ML2 8BG  
 Tel: 01698 524960  
 Fax: 01698 358336  
 e-mail: [wishawlibrary@culturenl.co.uk](mailto:wishawlibrary@culturenl.co.uk)

Abronhill Library,  
Chapelhall Library,  
Condorrat Library,  
Kilsyth Library,  
Moodiesburn Library,  
New Stevenston Library,  
Newmains Library,  
Shotts Library,  
Stepps Library,  
Viewpark Library.

**Mon** 9.00am-7.00pm  
**Tue** 9.00am-7.00pm  
**Wed** 9.00am-5.00pm  
**Thu** 9.00am-7.00pm  
**Fri** 9.00am-5.00pm  
**Sat** 9.00am-12 noon

### **Abronhill Library**

17 Pine Road Abronhill Cumbernauld  
G67 3BE  
Tel/Fax: 01236 731503  
e-mail: abronhilllibrary@  
culturenl.co.uk

### **Chapelhall Library**

2 Honeywell Crescent  
Chapelhall ML6 8XW  
Tel/Fax: 01236 750099  
e-mail: chapelhalllibrary@  
culturenl.co.uk

*Mushaira at Bellshill Cultural Centre*



### **Condorrat Library**

North Road Condorrat  
Cumbernauld G68 9AE  
Tel/Fax: 01236 736615  
e-mail: condorratlibrary@  
culturenl.co.uk

### **Kilsyth Library**

Burngreen Kilsyth G65 0HT  
Tel/Fax: 01236 823147  
e-mail: kilsythlibrary@  
culturenl.co.uk

### **Moodiesburn Library**

Glenmanor Avenue  
Moodiesburn G69 ODL  
Tel: 01236 856295  
Fax: 01236 875024  
e-mail: moodiesburnlibrary@  
culturenl.co.uk

**New Stevenston Library**

Coronation Road East  
 New Stevenston ML1 4HX  
 Tel: 01698 403787  
 Fax: 01698 833725  
 e-mail: newstevenstonlibrary@  
 culturenl.co.uk

**Newmains Library**

11 Manse Road  
 Newmains ML2 9AX  
 Tel/Fax: 01698 385325  
 e-mail: newmainslibrary@  
 culturenl.co.uk

**Shotts Library**

Benhar Road Shotts ML7 5EN  
 Tel/Fax: 01501 821556  
 e-mail: shottslibrary@culturenl.co.uk

**Stepps Library**

Stepps Primary and Cultural Centre  
 Blenheim Avenue Stepps G33 6FH  
 Tel: 01236 638555  
 Fax: 0141 779 5894  
 e-mail: steppslibrary@culturenl.co.uk

**Viewpark Library**

Burnhead Street Viewpark G71 5AT  
 Tel: 01698 812801  
 Fax: 01698 810311  
 e-mail: viewparklibrary@  
 culturenl.co.uk

**Cleland Library,  
 Craigneuk Library,  
 Newarthill Library,  
 Old Monkland Library,  
 Petersburn Library.**

**Mon** 9.30am-1.00pm,  
 2.00pm -5.00pm

**Tue** 9.30am-1.00pm,  
 2.00pm -5.00pm

**Wed** 9.30am-1.00pm,  
 2.00pm-5.00pm

**Thu** 9.30am-1.00pm,  
 2.00pm- 7.00pm

**Fri** 9.30am- 1.00pm,  
 2.00pm-5.00pm

**Sat** Closed

**Cleland Library**

Main Street Cleland ML1 5QW  
 Tel/Fax: 01698 860487  
 e-mail: clelandlibrary@culturenl.co.uk

**Craigneuk Library**

35 Shieldmuir Street Craigneuk,  
 Wishaw ML2 7TJ  
 Tel/Fax: 01698 376689  
 e-mail: craigneuklibrary@  
 culturenl.co.uk

**Newarthill Library**

1 Kirkhall Road Newarthill ML1 5BB  
 Tel/Fax: 01698 732033  
 e-mail: newarthilllibrary@  
 culturenl.co.uk

### Old Monkland Library

Cuparhead Avenue  
Coatbridge ML5 5LU  
Tel/Fax: 01236 428018  
e-mail: oldmonklandlibrary@  
culturenl.co.uk

### Petersburn Library

Varnsdorf Way Petersburn  
Airdrie ML6 8EQ  
Tel/Fax: 01236 755008  
e-mail: petersburnlibrary@  
culturenl.co.uk

### Chryston Library

**Mon** 10.00-5.00  
**Tue** 10.00-5.00  
**Wed** 10.00-5.00  
**Thu** 10.00-5.00  
**Fri** 10.00-5.00

The library is staffed during the above hours. Limited self- service is available during other periods when the Centre is open to the public.

### Chryston Library

Chryston Cultural Centre  
Lindsaybeg Road Chryston G69 9DL  
Tel: 01236 856280/856281  
Fax: 0141 779 2863  
e-mail: chrystonlibrary@culturenl.co.uk



*Airdrie Observatory*



## Mobile Library and Home Delivery Services

For details of the mobile library timetable for your area please contact any of the libraries listed

or

### Outside Services

Tel: 01698 524790

Fax: 01698 266287

e-mail: [outsideservices@culturenl.co.uk](mailto:outsideservices@culturenl.co.uk)

### Home Delivery Service

This free delivery service is available to all residents of North Lanarkshire who are temporarily or permanently confined to their home due to:

- Disability
- Infirmary
- Illness
- Being the carer of someone affected by these conditions.

When you apply to join we will:

- Visit you at home normally within 10 days.
- Ask what type of item you want to borrow – books, talking books, compact discs, DVDs.

When your requirements are established we will:

- Select items to match your needs.
- Deliver them to your home every 4 weeks.
- Ensure our staff wear ID badges
- Collect item for return every 4 weeks.

To request a specific item you want just:

- Ask staff when they visit you or
- Telephone us on 01698 524790

We will do our best to obtain the item as quickly as possible.



*Home Delivery Service*

If you, or someone you know, would like to be considered for this service please contact :

### **Outside Services Co-ordinator**

Outside Services

Fir Park Secondary School

Fir Park Street

Motherwell ML1 2PR

tel: 01698 524790

Fax: 01698 266287

or e-mail: [outsideservices@culturenl.co.uk](mailto:outsideservices@culturenl.co.uk)

## **Online Reference Books and Resources – Free!**

Any questions on any subject can be answered using trusted and accurate resources from the comfort of your home or by visiting any of our libraries. You can even practice for your driving theory test or your citizenship exam.

All you need is your library membership number to access the online resources at:

[www.logintolearn.com/resources.html](http://www.logintolearn.com/resources.html)

## **Internet access**

All of our libraries offer free access to the Internet to enable you to do homework, search for jobs, type up CVs, shop on-line, e-mail, book holidays and much more. You can drop in or sessions can be booked in advance by telephoning the library. To use our PCs you must have completed the appropriate membership form and agreed to abide by our Public Use of Information Technology and the Internet Policy– included at the back of this booklet.



## Logintolearn Centres

In our Scottish Qualifications Authority and British Computer Society accredited learning centres we offer a range of courses and drop in sessions to meet computing skills needs from beginner level to all levels of European Computer Driving Licence including Advanced. We can also help you learn how to use your Smartphone, e-reader, iPad, Android tablet and more.

To make an appointment to discuss your learning needs please contact us on

### **Coatbridge Library**

**Tel: 01236 856443**

### **Cumbernauld Library**

**Tel 01236 618195**

### **Motherwell Library**

**Tel: 01698 332600**

### **Wishaw Library**

**Tel: 01698 524967**

Our learning website offers some basic skills programs and further information: [www.logintolearn.com](http://www.logintolearn.com)

## Library Contact Details

If you require further information on the library service please contact your local library or :

e-mail: [libraries@culturenl.co.uk](mailto:libraries@culturenl.co.uk)

Tel: 01698 332606

Fax: 01698 332624

Post: Library Services

Motherwell Library

35 Hamilton Road

Motherwell

ML1 3BZ

Web: [www.culturenl.co.uk](http://www.culturenl.co.uk)

## Public Use of Information Technology and the Internet Policy Statement

CultureNL Ltd provides public access to Information Technology (IT) and the Internet in libraries, museums and other community facilities, in keeping with its role as a source of information, intellectual development, lifelong learning, health and wellbeing and cultural enrichment for the community.

This Public Use of IT and Internet Policy is also applicable to users who access the Internet using their own laptop or other device through CultureNL Ltd's Wi-Fi connection. Customers using the Wi-Fi connection must not provide the password to any other person.

Customers will only be provided with access to IT and the Internet upon production of the required personal identification or library membership card. CultureNL Ltd reserves the right to amend identification or membership requirements.

CultureNL Ltd will only provide access to IT and the Internet to customers who are not debtors of CultureNL Ltd.

CultureNL Ltd has no control over any information accessed via the Internet and cannot be held responsible

for the content or quality of the information retrieved from the Internet.

Transmission of or display of any material in violation of any law is prohibited. This includes but is not limited to copyright material, threatening, racist, obscene or other discriminatory material, pornographic material, or material protected by trade secret. CultureNL Ltd will be the sole judge of what is deemed to fall within these prohibited categories.

Customers should be aware that use of the Internet will be monitored and that records of websites accessed may be inspected or passed on to third parties or police or other lawful authorities to prevent or detect crime, or to protect public funds in other ways, as permitted by law. These third parties include Government Departments, Local Authorities and Copyright agencies.

E-commerce transactions can be carried out including online shopping. Please note, however, that CultureNL Ltd accepts no liability or responsibility in regard to these transactions, and they are carried out at the user's own risk. Customers should take all possible steps to protect their personal information.

CultureNL Ltd has no responsibility for any loss, damage or injury as a result of using ICT (Information



and Communications Technology) resources, that is, all equipment and software used to access the Internet or via CultureNL Wi-Fi connection.

Use of CultureNL Ltd's Internet Provider addresses for commercial purposes is prohibited.

Adult customers (16 years and over) are required to sign an Internet User Agreement form in terms of which they agree to abide by the terms of this Policy as amended from time to time. A full copy of the current policy will be displayed for reference purposes. It is the responsibility of the customer to check the terms of the current policy prior to use of the service. Junior customers (under 16 years) must obtain, prior to the first use only, the signature of a parent/guardian who will be responsible for any restriction and supervision of the child's access to the Internet. It is the responsibility of the parent/guardian to ensure they have read the terms of the current policy prior to signing.

## 1. Wireless Connectivity

Wi-Fi connection is available to the public free of charge in some CultureNL Ltd facilities. CultureNL Ltd cannot guarantee that every IT device connected via our wireless service will operate, given the many and varied IT products that are available on the market.

CultureNL Ltd staff will provide basic assistance where possible but it is the customer's responsibility to make any changes on their own equipment to make it compatible. If customers breach the Public Use of IT and the Internet Policy while using their own equipment, user-logins may not be provided in future.

## 2. Services Available

The following services are available subject to the terms of this policy. Particular reference is made to paragraph 8 below.

### Access to the Internet

Electronic Mail

Printing (subject to charge)

Chat

Downloading of Material (subject to copyright law)

Wi-Fi (in selected facilities only)

## 3. Unacceptable Use

Customers must agree not to:

Use the network to make unauthorised entry to other computer, information or communication services or resources.

Distribute unsolicited advertising.

Invalidate the privacy of others.

Make any attempt to damage computer equipment or software.

Access or display any information which could reasonably be construed as obscene, threatening, discriminatory or otherwise in breach of this policy.

Engage in any activity that could be construed as harassment or defamation.

Use the Internet for any fraudulent or other illegal activity including violating the copyright of others by e.g. downloading pirated copies of film or music; violating the terms of the Data Protection Act 1998 or other rights of third parties, or in a manner inconsistent with CultureNL Ltd's operation.

By signature of the above mentioned Internet User Agreement customers will be deemed to accept the whole terms of this policy. Unlawful activities or other activities which are deemed to be in breach of this policy will be dealt with in an appropriate manner by the relevant authorities. This could include but is not restricted to temporary or permanent restriction or suspension of use of IT and Internet facilities, suspension of use of specific or all CultureNL Ltd services, reporting unlawful activities to the police and other lawful agencies, and taking legal action against offenders.

#### **4. Public Use Of Internet: Security**

Customers should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding the customer's activities. Where wireless connectivity is available the connection may be open and therefore not encrypted. Transmission of data packets may therefore be able to be seen by third parties or intercepted by them. Customers should ensure they take steps to protect their personal information whilst using the Internet, Wi-Fi and IT. Culture NL Ltd will not accept responsibility for any misuse or loss of a customer's personal identification caused by their use of the Internet, Wi-Fi or IT. CultureNL Ltd will monitor use of the Internet but will not reveal information on the use of specific Internet resources by members of the public except as required or permitted by law.

#### **5. Personal Equipment**

The use of data capture devices such as USB sticks is permitted. However, CultureNL Ltd is not liable for the introduction of viruses to such equipment following the use of CultureNL Ltd facilities including Wi-Fi.

Use of CultureNL Ltd electric power sockets for charging of personal equipment is not permitted except where specified charging units are provided or where specific agreement exists with other agencies such as North Lanarkshire Council. Such agreements are subject to regulation through CultureNL Ltd's Use of Electricity protocol.

## 6. Compliance

CultureNL Ltd reserves the right to take appropriate action, which may include the measures outlined in Paragraph 3 above, to ensure compliance with this policy.

## 7. Staff Assistance

Staff will provide limited assistance for basic start up procedures and for resolving simple problems. Where more help is required the user is directed to CultureNL Ltd's Open Learning Service available through the library service. Contact: [open\\_learning@culturenl.co.uk](mailto:open_learning@culturenl.co.uk) or call free on: 0800 953 1010

## 8. Sessions

The duration of each session is determined by CultureNL Ltd's current booking arrangements. At present, sessions consist of half-hour slots up to a guaranteed maximum of one

hour. Advance bookings may be made in person or by telephone, fax, email, letter, or online via <http://www.logintolearn.com/Contact-us/book-a-PC-session.php>

## 9. Printing

Customers are allowed to print pages from the Internet in accordance with copyright law. It is the customer's responsibility to print only what they require. Customers must check printing settings to ensure that only the correct pages are printed and in black and white or colour as they require. CultureNL Ltd will charge for the full amount printed at the appropriate printing cost as displayed in our facilities.

## 10. Filtering

Filtering is the term used to describe the use of software which restricts access to certain types of material on the Internet. Such software is used to restrict access to sites that, for example, contain pornography and other potentially offensive content. Filtering software has been installed on all CultureNL Ltd computers providing access to the Internet and E-mail systems for the public. Whilst every effort is made to restrict the display of offensive or inappropriate material CultureNL Ltd cannot be held responsible for the display of any such material.

The customer must agree to the use of this filtering software and accept the restriction placed by it. Where bona fide access is required to a site blocked by the filtering software, the customer can request access by raising the matter with staff in the facility. Culture NL staff do not have the authority to enable immediate access but will refer on for a decision to be made after the website has been investigated.

The customer will be informed as soon as possible of the decision. In the case where the decision is to continue to block access the customer may appeal in writing to:

**Chief Executive**

CultureNL Ltd  
Summerlee Museum of Industrial  
Scottish Life  
Heritage Way  
Coatbridge ML5 1QD

The customer must state the purpose or purposes for which access is required. Consideration will be given to the written request. CultureNL Ltd Chief Executive's decision on the matter will be final.

**11. Amendments to this policy**

CultureNL Ltd reserves the right to amend this Policy.

# Management Rules

## For Community Facilities

Culture NL Limited ('Culture NL') hereby make the following Management Rules to regulate the use of and conduct of persons while in Culture NL facilities, premises occupied or managed by Culture NL or otherwise under their control to which the public have access whether on payment or otherwise.

### Interpretation

#### In these Management Rules the:

Culture NL Manager- means the Culture NL Manager appointed by Culture NL for the time being or any duly authorised members of Culture NL staff representing him/her or acting on his/her behalf at any time and in any facility.

#### Facility - means and includes any:

Library - every public library including mobile library, Community Facility - every Community Centre, former Community Education Centre, catering establishment, Senior Citizen Centre, OAP Hut or similar premises owned by or leased from North Lanarkshire Council.

Venues and Community Arts Facilities - concert hall, theatre or community arts facility used for performances, events or participatory arts activities.

Museums - every museum and heritage facility.

Office/Reception Areas - areas where members of the public are received and/or reservations made.

The above includes all landscaped areas, footways or car parks and other land associated with or used in conjunction with any other facility as defined in these Management Rules.

1. Nothing in these Management Rules shall interfere with or prevent the execution of any duties of the Culture NL Manager and any act of the Culture NL Manager necessary for the proper performance of his/her

duties shall not be deemed or considered to be in contravention of these Management Rules.

2. The Culture NL Manager reserves the right to refuse entry to any person entering a facility.
3. No person under the age of 16 years of age will be admitted to any event/production that the Culture NL Manager deems to be unsuitable in any way.
4. The Culture NL Manager reserves the right to refuse entry to any person whom he/she considers does not meet the minimum age requirement of a film's legal certification showing at any facility or in any licensed premises in a facility.
5. No part of a facility shall be used by any persons other than for the purpose which it is specifically designed or adapted for use. No equipment, furniture, fittings or other contents of a facility shall be used otherwise than in accordance with the instruction of the Culture NL Manager and no person shall cause or permit any unauthorised use of any equipment, furniture, fittings or other contents.
6. No person shall leave any rubbish, refuse, litter or paper of whatever description in any facility, other than that in a receptacle/ location provided for that purpose.
7. No person shall bring into a facility any article or thing which, in the opinion of the Culture NL Manager, would be likely to cause injury to any person or damage to a facility or the equipment, furniture, fittings or other contents.
8. No person shall damage, injure, displace, remove, destroy or damage any part of a facility including a building, wall, fence, barrier, railing or any other fixture situated in or ancillary to a facility, or deface or destroy the same by cutting, writing or otherwise. Any person so doing will be held responsible for the cost of any replacement or repair.
9. No person who is offensively unclean in person or dress or who is suffering from an infectious disease or whose appearance or state, in the opinion of the Culture NL Manager, is unsuitable or undesirable shall be permitted or allowed to enter or use a Council facility.
10. Any person who is either in a state of intoxication or under the

influence of drugs in the opinion of the Culture NL Manager shall not enter or be allowed to remain in a facility and shall remove themselves upon being requested to do so.

11. No person shall consume any alcohol in a facility except in specified licensed areas or in the circumstance where an appropriate license has been granted.
12. Any person found to be without the appropriate license without written authorisation from the Culture NL Manager shall remove themselves upon being requested to do so.
13. No person shall take, sell or distribute drugs in any facility except in a case requiring first aid treatment where the administering of drugs is necessary and performed by an appropriately qualified person or where the drugs are taken as part of a prescribed course of medication.
14. No person shall tamper with or damage any fire alarms, smoke detectors or fire fighting equipment located in any facility.
15. No person shall smoke in any part of a facility or in an area that restricts safe access and egress for other persons using the facility.
16. No person shall behave in a disorderly or offensive manner in a facility, or use violent, abusive or obscene language therein, or prevent the proper use or regulation of a facility.
17. The Culture NL Manager and/or Culture NL cannot accept responsibility for any person who has been injured within a facility whilst engaged in unauthorised activities, or activities that contravene any of the aforementioned rules.
18. No person shall wilfully obstruct, disturb, interrupt or annoy any other person in their proper or authorised use of a facility, or wilfully obstruct, disturb or interrupt the Culture NL Manager in the performance of his/her duties.
19. It is an offence for dog owners or those in charge of dogs not to clean up after their dog has fouled on all land and open spaces to which the public has access including roads, pavements, school playing fields, canal towpaths, footpaths, parks and other areas.

20. Every person shall observe any reasonable and lawful instruction that may be given by the Culture NL Manager.
21. The Culture NL Manager may:
  - (a) if he/she has reasonable grounds for believing that a person has contravened, is contravening or is about to contravene any of the foregoing Management Rules, expel that person from a facility.
  - (b) if he/she has reasonable grounds for believing that a person has contravened, is contravening or is about to contravene any of the foregoing Management Rules, exclude that person from a facility for a period to be determined by the Culture NL Manager.
22. Any person who –
  - (a) on being required to leave any land or facility by the Culture NL Manager who has reasonable grounds for believing that the person has contravened, is contravening or is about to contravene any management rule applying to the land or premises, fails to leave; or
  - (b) on being informed by the Culture NL Manager who has reasonable grounds for believing that the person is about to contravene any management rule applying to any land or premises that they are excluded from the land or premises, enters or attempts to enter the land or premises shall be reported to the police.
23. Culture NL shall be at liberty to revise, alter or dispense with any or all of these Management Rules when they see cause, and to enact others in their place. Except as otherwise agreed in writing by the Culture NL Manager:
24. No person shall enter or leave any facility except by way of the duly appointed entrance or exits.
25. No person shall enter an “Unauthorised Area”.
26. No person shall enter or remain within any facility when such facility is closed to the public.
27. No person shall enter or use a changing room, locker or shower in a facility except for that specific purpose and no persons shall loiter in or at any passageway, access point, entrance, exit or changing room in a facility.



28. No person shall remain in or use a facility when asked to leave by the Culture NL Manager, whether in the event of an emergency or otherwise.
29. Except where the supplementary management rules provides to the contrary, no person under the age of sixteen years of age shall be permitted or allowed to enter, remain in or use a facility unsupervised except for the purpose of engaging in an official and authorised event or activity.
30. No person shall be permitted to use any facility without prior payment of the appropriate charge or ticket where applicable. Failure to pay any accounts within the time required will result in no further availability of premises until the account is paid in full.
31. No person shall engage in any event or activity in a facility unless wearing or using the equipment and clothing appropriate to that event or activity.
32. All gangways, doorways, stairways, entrances, exits and emergency exits shall be kept clear and unobstructed at all times.
33. No person shall take on or leave in any facility:
  - (a) Any substance or article likely to cause injury or damage to any person or property, or
  - (b) Any substance or article which might occasion risk of any kind to any child or other person finding or handling same, or
  - (c) Any waste or other harmful matter.
34. The production, consumption or sale of food and drink in facilities by users/hirers of a facility where there already exists a council retail food/drink outlet, is not permitted.
35. Where no council retail food/drink outlet is in existence in a facility, no person shall bring in or partake of any form of refreshment or food except in designated refreshment areas. All appropriate food and drink regulations should be adhered to.
36. No person shall display any bill, placard or notice upon any part of a facility or distribute any bill or other written or printed paper in a facility.

37. No person shall play any musical instrument, sing or perform or operate any radio or television receiver, record player, tape recorder or other sound producing device in any part of a facility set apart for the use of the public.
38. No person shall be permitted to participate in activities that can be interpreted as contentious within community facilities.
39. No person shall be permitted to gamble in any part of a facility.
40. No person shall be permitted, subject to any rules of copyright which may exist, take any photographs or films, or make any recording by any means whatever of any event or activity taking place in a facility.
41. No person shall, and being in possession of the relevant license, be permitted to sell and/or market goods/items nor engage in any trade or business of any kind in any part of a facility.
42. No person shall cause or permit a dog or other animal belonging to them or otherwise under their control to enter or remain in a facility unless the dog is a working dog in use by a registered blind or deaf person or as part of a specific let authorised by the Culture NL Manager, except where the supplementary rules provide to the contrary.
43. No person shall, except with the written consent of the Culture NL Manager, engage in and/ or organise a public meeting/ assembly in any part of a facility.



# Request for PIN

Please complete details opposite, tear off slip and return to address shown or return to any North Lanarkshire Library.

## Data Protection

The information you supply will be used by Culture NL Ltd to provide you with the library membership services you have requested. It will not be passed to any other organisation without your permission except as we are required to do so under the terms of the Data Protection Act (1998)

Should you require further information on how this affects you please contact us by e-mail: [libraries@culturenl.co.uk](mailto:libraries@culturenl.co.uk)

or write to us at:

Motherwell Library  
35 Hamilton Road  
Motherwell  
ML1 3BZ

# Request for PIN

Name:

Address:

Post Code:

E-mail address:

Library card Number:

(the 9 digit barcode on the front of your card)

If you are under 16 your PIN request must be countersigned by the adult who signed your membership form and your PIN will be sent to them.

Please return this to any North Lanarkshire Library or send to:

**Motherwell Library,  
35 Hamilton Road,  
Motherwell ML1 3BZ**



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This information can be made available in a range of languages and formats, including large print, braille, audio, electronic and accessible formats.

## CANTONESE

本資訊可透過多種語言和格式提供，包括大字體印刷、盲文、音訊、電子及可存取格式。

## GAELIC

Faodar am fiosrachadh seo a thoirt seachad ann an farsaingeachd de chànanan is de riochdan, nam measg an clò mòr, Braille, agus cruthan-èisteachd, dealanach is feadhainn air am faighear cothrom gun strì.

## MANDARIN

如果你需要用其他语言或者其他格式表示这些信息，请与我们联系以便讨论你的要求。

## POLISH

Jeżeli potrzebujesz tą informację w innym języku lub formacie, proszę, skontaktuj się z nami, żeby przedyskutować Twoją potrzebę.

## URDU

اگر آپ کو دوسری زبان میں یہ معلومات درکار ہو تو برائے مہربانی ہم سے مندرجہ ذیل پتہ پر رابطہ کریں

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Library Services  
Motherwell Library  
35 Hamilton Road  
Motherwell ML1 3BZ

t. 01698 332606

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e. [libraries@culturenl.co.uk](mailto:libraries@culturenl.co.uk)

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