



**Your library
membership
and you**

Welcome

Your library membership and you

Welcome to North Lanarkshire Libraries! Now that you're a library member, you can get access to a wide range of books and audio books, eBooks, eAudiobooks, eMagazines, eLearning resources and free wifi.

For a full range of all our services, including our opening hours, visit our website:

www.culturenl.co.uk/libraries

www.culturenl.co.uk/elibrary

Before you get started, this booklet will outline all you need to know about your library membership.

What can I borrow?

The table below shows you the maximum number of each item that can be borrowed and the length of the loan period.

Item	Loan Period	Adult	Child
Books	28 days	16	12
eBooks	28 days	6	6
eAudiobooks	28 days	6	6
eMagazines	21 days	unlimited	unlimited
Talking Books	28 days	16	12
Language Packs	28 days	2	2

Some items are only available in larger libraries.



Renewals

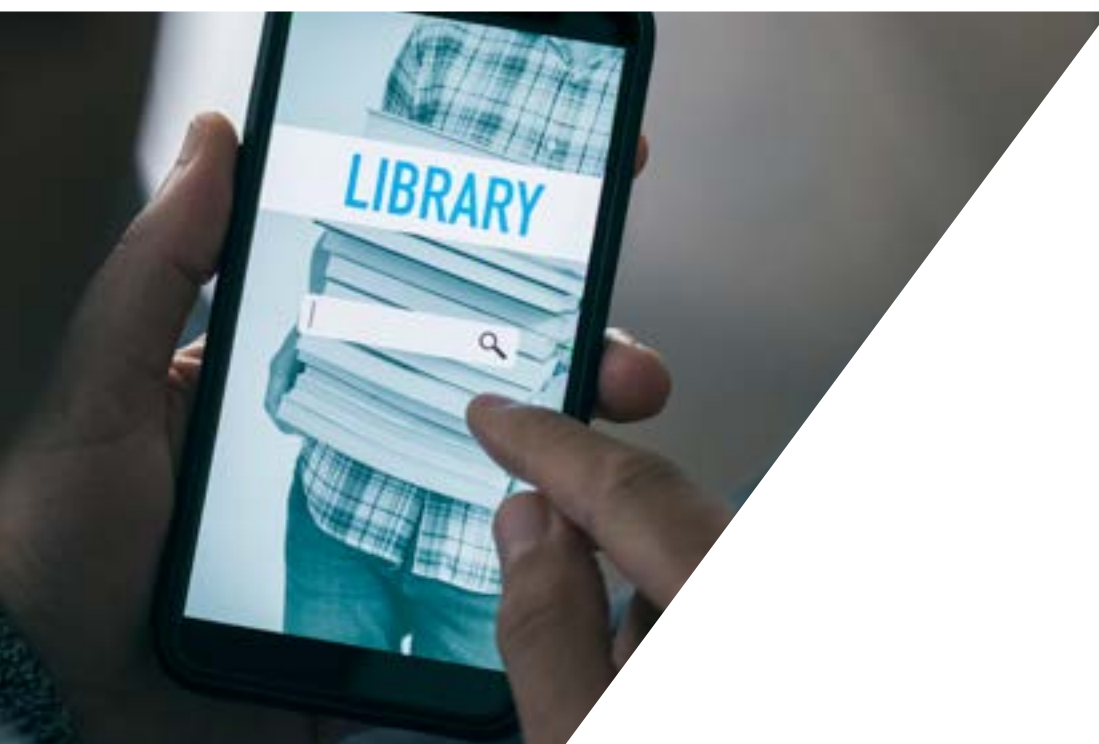
Books may be renewed online at libraries.culturenl.co.uk. You will need a password to do this. If you do not have a password, visit www.culturenl.co.uk/passwordrequest to set this up, or please ask a member of staff for details. You can also e-mail us at libraries@northlan.gov.uk

Items may also be renewed by phoning or emailing any one of our libraries or by emailing us at libraries@northlan.gov.uk. A list of all our library contact details can be found on our website at www.culturenl.co.uk/libraries. Once you have contacted us we will advise you of the new return date.

Any one item may be renewed up to 12 times, provided another borrower does not require it.

When you are advised of the new return date, please make a note of the new due date on the item's date label. Our eBooks and eAudiobooks will automatically be deleted 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.

You can also renew your eBooks and eAudiobooks via Borrowbox, the library app and website. If you have switched on notifications on your app you will get an email reminding you when your loan is due to expire.



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, eBooks and eAudiobooks

You may request up to 12 books and 6 eBooks and 6 eAudiobooks at a time. Please note that your eBook/eAudiobook allowance of 6 includes both loans and requested eBooks/eAudiobooks.

Children and customers of the mobile library service do not have to pay for requests, while 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 in our catalogue can be placed online at libraries.culturenl.co.uk. You will need a password to do this. See Renewals above for more details about obtaining a password.

You can reserve any of our eBooks and eAudiobooks via Borrowbox. Please note that only items which we have in stock can be requested.

Overdue, Lost and Damaged Items

Children are exempt from overdue charges on all items 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. For example, if a book is charged at 45p per week or per part of a week the maximum charge will be £4.50 for an item which is 10 weeks late. Please see the current price list on our website for charges for each type of item – www.culturenl.co.uk/librarycharges

We will normally send you a courtesy reminder about items that are overdue. If you have registered an email address with us, we will also send out an alert when your items are about to become overdue. The table below shows the timescale for courtesy reminders.

Courtesy Notice	Books	DVDs	Console Games
A (email only)	1 day overdue	1 day overdue	1 day overdue
B (email or post)	14 days later	7 days later	7 days later
C (email only)	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.

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 for all children for whom they have countersigned a membership.

Lost Membership Card

If you lose your membership card, you must report it to us as soon as possible. You may be held responsible for any items issued on the card 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 card is reported lost.

There is a charge for replacing an adult membership card.
There is no charge for the replacement of a child's membership card. Please see library charges for more details - www.culturenl.co.uk/librarycharges



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.

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) this can become their library membership card.

Most correspondence will be sent for the attention of the guarantor. This will include overdue emails.

Normally the child will be notified, either by phone or email, about any requests they've made.

My Online Account

If you have registered for access to your account online you can get access to information about all your current loans, your previous loan history, and what charges are against your account. You can also reserve items online, update your email address and password, and link your membership to your family members.

For more information on your online account go to our website at the following address:

libraries.culturenl.co.uk

Open up a whole new world of possibilities with your Library card

There are many things you may be interested in accessing with your new library card from computers, online resources, Ancestry, printing, IT support/help, courses and much more.

www.culturenl.co.uk/logintolearn

Lots of activities take place in the library and online for all ages from Bookbug to Book Groups, Podcasts to Story Times, so check out what is currently available on our website.

www.culturenl.co.uk/libraries/whats-on-libraries

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

To make a request, please contact Corporate Communications on 01698 302527 or email: corporatecommunications@northlan.gov.uk

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