



St. Helens Council

Information Regarding Your Library Membership

To Join the Library

You will need to provide two forms of ID (eg. Utility bill, driving licence, credit card etc). We will also ask for your email address and mobile number. Please tell us straight away if your contact details change.

Your Library Card

When you join, you will receive a membership card entitling you to borrow up to 14 items (books, audio, DVD's etc) from any St Helens library. You must show your library card every time you borrow items. Items cannot be taken without your card, nor can we give you a temporary library card. You will be given a temporary password, which will allow you to access the library catalogue from any computer. We recommend you change this password to something you can easily remember. You can also borrow eBooks/eAudio from our eLibrary service. You are responsible for anything borrowed on your library card. If your library card is lost or stolen you will be responsible for all items borrowed on it until you have reported it to us. A non-refundable charge will be made to replace a lost or stolen card.

Renewing Items

You can renew items by phone, fax, email, letter, [online catalogue](#), via the [Library App](#), or by calling into the library, provided other library customers have not requested the items. Please quote your membership number, which appears on your library card.

Fees and Charges

Items are subject to fines if not returned or renewed on time. You must return items and pay fines owing when asked to do so. Full details of [Fees and Charges](#) are available from our website or from library staff. People under 18 and over 60 years of age do not pay book fines, audio and DVD fines and children's story tape fines. eBooks and eAudio books are not subject to fines as they are automatically returned at the end of the loan period. Registered Visually Impaired people do not pay fines or charges on any items other than DVD charges. Please inform library staff if you fall into any of these categories and provide proof of status. Please note that children's books borrowed on an adult ticket are subject to fines at the normal rate. Any items lost or damaged will be charged at the full replacement value. Failure to pay could lead to the start of the Council's debt recovery procedure. St. Helens Library Service operates a Zero Tolerance approach to all anti-social behaviour. Anyone who speaks or acts aggressively towards staff or other customers will be asked to leave. If necessary, the police will be called.

Booking Time on the Computers

Computers may be booked by the half hour. Under 18s are allowed up to one hour per day and adults up to two hours per day, providing that there is no one waiting. Computers can be booked in advance by telephone, email or [via the Internet](#). If you do not log on within ten minutes of your start time, staff may cancel your booking and allow someone else to use the computer instead. St Helens Council cannot accept responsibility for slow network responses, communications failure, non-availability of websites or the content of any email received by customers, other customers retrieving information left on open files, or any loss resulting from use of electronic payments over the Internet. St Helens Libraries conform to Health & Safety requirements in all aspects of the public use of ICT facilities and cannot, therefore, accept any responsibility for ill health as a result of use of the public ICT facilities.

St. Helens Library Service Privacy Policy

The library service's [Privacy Policy can be viewed online](#) or ask at the library counter.