



St. Helens Council

St Helens Council Library Service Terms and Conditions

1. Library Membership

1.1 Library membership is obtained by producing one proof of ID showing name and address.

1.2 Children under 16 need the parent/carer's permission to join the library.

1.3 Membership is personal and should not be transferred to any other person.

1.4 Library cards should be used at all times for borrowing items and using a PC.

2. Fees and Charges

2.1 Each Library will display a copy of the current fees and charges.

2.2 Fines are charged on overdue items for adults over 18 and under 60.

2.3 There are charges for printing, photocopying and room hire use.

2.4 A replacement fee will be charged for all lost membership cards. Children under the age of 18 will not be charged for lost or stolen library cards.

2.5 St Helens Council reviews fees and charges annually.

3. Library facilities

3.1 Children under the age of 8 must be accompanied by an adult at all times whilst in the library.

3.2 Opening hours will be on display in all libraries and are available on the Council website and social media.

3.3 St Helens Council reserves the right to make reasonable alterations to facilities without notice and shall not be liable for any inconvenience caused by building works or provision of essential maintenance of services. Areas may need to be closed for repairs/refurbishment on the grounds of health and safety or improving customer service, and activities may be cancelled due to unforeseen circumstances.

3.4 Hours of opening are subject to change at the Council's discretion without prior notice being given to Library Members.

3.5 The Library Service may eject and/or exclude a person from the facilities if they behave in a dangerous or otherwise inappropriate manner towards any other members, staff or visitors. Examples include but are not limited to excessive shouting, swearing, bullying, harassment, discrimination, damage to property, verbal threats and/or physical aggression. The individual will be informed in writing of the reason for the ban and the length of time for which it applies. The length of a ban will be dependent upon the nature and seriousness of the incident but will be proportionate to the behaviour concerned and will be subject to review at the end of the ban period. As a general rule, it may be appropriate to ban an individual for up to 3 months for minor incidents up to 12 months for very serious incidents and exclusion will be from all Council library

facilities. The Police may be called and/or notified of the incident, where appropriate.

4. Miscellaneous

4.1 All information provided will be processed and retained according to the requirements of the General Data Protection Regulations (See privacy notice on website).

4.2 Members may 'opt in' or 'opt out' to receive marketing communications at any time.

4.3 Contact details of the St Helens Council Data Protection Officer:

dataprotection@sthelens.gov.uk