

Library Services and Charges

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1. How many items you can borrow

A combination of up to 40 items can be borrowed at any one time; the following table shows the maximum of each item type you may borrow.

Item Type	Number of Items
Books	12
Sound recordings	12
Spoken Word	12
DVDs	6
Video	6
CDRoms	6
Playstation Games	4

2. Membership

Membership is free of charge, and there are virtually no restrictions on joining the library.

You can join at any Worcestershire public library, and your card can be used at any of them. You do not have to be a member to use reference and information services, but you must be a member to use or book the Internet computers.

Instant Membership

Worcestershire's Libraries can offer anyone who lives, works or studies in Worcestershire free membership to a library in an instant.

Instant membership entitles you to join and borrow up to 4 books without having to provide any form of identification.

As soon as a membership card is issued, you will have access to the full library service including free internet access on the library's PC's.

You can upgrade your membership to a full membership by providing identification showing your name and address. This will enable you to borrow more items and benefit from increased services.

Universal Membership

Universal Membership of Public Libraries means that you can use/join Worcestershire's libraries on production of a membership card from any other public library service in England, Wales and Northern Ireland.

On production of your other authority library card you are entitled to Instant Membership (as detailed above) and can be upgraded to full membership on production of formal identification. Please note that any items you borrow from Worcestershire Libraries must be returned to a

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Worcestershire Library only.

3. Borrowing books and Renewals

Borrowing books is free, and they are normally issued for 3 weeks, although if the due date falls on a Bank or Public Holiday the issue period may be longer. The date due for return is printed on a receipt that is issued on a self-service machine. Alternatively you can check the due date of your items by logging onto your account online or by calling the staff at Libraries & Learning at the Worcestershire Hub. Book borrowing is free of charge, but fines are levied for returning a book late (see Overdue Charges). You must be a member to borrow any item.

If you go to renew your items and find that one or more have a reservation on them, made by another customer, please speak to a member of staff at any Worcestershire Library and they may be able to satisfy the reservation with another copy of the item.

4. Reference and Information Services

All libraries have reference books and information which may be used in the library free of charge. You do not have to be a member to use these services. Some electronic newspapers and reference books can be accessed from computers in the library free of charge, and from home with your library card.

5. Internet terminals

Each library has a number of public Internet terminals which may be used free of charge. You must be a member of the library to use the Internet computers. People under 16 must be members, and to have permission of a parent, guardian, etc, given on a library form (available in each library).

6. Overdue Charges

Charges for returning items after the due date:

Adults (18+)	15p per book per day overdue
Children	No charge

Please Note:

- Children's items borrowed using an adults card will be charged at adult rates.
- Only those days when the library is open will be counted when assessing the fines payable.
- Replacement charges will be made for items not returned.

7. Reservation fees

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Adults	70p for items in stock at any County Library
Children (up to 18th Birthday)	Free for items in stock at any county library
Items not in county stock and obtained by Inter-Library Loan	£5.00 per item

NB: Items can be self reserved using the OPACs On-Line Public Access Catalogues or the internet <http://www.worcestershire.gov.uk/libraries>

How reservations work

For 70p you can reserve an item for collection at a branch of your choice. Simply click the reserve button against a title in the catalogue and log in to your account to complete the transaction.

Please wait for confirmation by email or letter that your reservation is ready for collection as 'available' items might be borrowed before we can pick your item from the shelf. In that instance we will source the first available item in the county and inform you when it's ready for collection. Typically reservations will be satisfied in a few days but can be up to three weeks. Popular items that have many reservations against them could take longer. Following confirmation reserved items will be kept in the branch waiting your collection for approximately two weeks after which they will be returned to shelf and your reservation cancelled so that others may borrow the item.

Please cancel reservations in your account pages if you no longer need them or by letting your library know. If an item is particularly urgent please contact your local library and they will help you.

Access the online catalogue and your account: <http://prism.talis.com/worcestershire>

8. Requested Items

We aim to supply all requested items within 30 days, although most requested items are supplied much quicker than this. If you request a popular item which already has a number of Existing Reservations, it may take longer than 30 days to reach you.

Please contact the Library on 01905 822722 if you would like more information on the likely delivery time of a popular item or if a requested item does not reach you by the expected date.

9. Sound Recordings - borrowing charges

Music CDs, cassette tapes	£1 for period of 2 weeks
Spoken word (Talking Books)	£1 for period of 3 weeks

An additional 2 or 3-week loan charge is made from the first day overdue and multiples of the 2 or 3-week loan charge for each 2 or 3 weeks overdue or part thereof. NB: there is a charge of £5 for a lost printed insert.

10. Video Tapes, DVDs, & Playstation 2 games borrowing charges (1 week loan period)

Video Tapes: One hour duration or less	£1 for period of 1 week
Video Tapes: More than 1 hour duration	£2 for period of 1 week
DVD's: Children's' one hour duration or less	£1.50 for period of 1 week
DVD's: More than 1 hour duration	£2.75 for period of 1 week
Playstation Games (Malvern Only)	£3 for period of 1 week
CDRoms	£1 for period of 1 week

An additional 1-week loan charge is made from the first day overdue and multiples of the 1-week loan charge for each week overdue or part of a week. NB: there is a charge of £5 for any lost printed insert.

11. Photocopies (where copier available) and computer screen prints

10p per sheet (black and white)
20p per A3 sheet (photocopies only)
40p per A4 sheet (colour)

12. Microfilm/fiche reader/printer copies (where available)

70p per A4 sheet
£1.20 per A3 sheet (where available)

13. Replacement Cards

Adults (18 or over):	£1 per replacement cards
Under 18s:	first replacement free, subsequent replacements 50p

14. Fax Charges

Some libraries offer fax facilities; please see your local library page to find out.

www.worcestershire.gov.uk/libraries

Libraries & Learning Service

Destination	Charge
United Kingdom	£1.00 (first sheet) £0.50 (per subsequent sheet)
Europe	£2.50 (first sheet) £1.50 (per subsequent sheet)
North America	£4.00 (first sheet) £2.00 (per subsequent sheet)
Elsewhere	£6.00 (first sheet) £3.00 (per subsequent sheet)
Reception	£0.50 per sheet
0500 & 0800 numbers	£0.50 per sheet

N.B: You are responsible for any use of your card. If a card is lost or stolen you may be charged for any chargeable use (for example, non-return of books issued on it) if loss has not been reported to the Libraries and Information Service; you should report the fact to any Worcestershire public library as soon as you become aware that your card is lost or stolen.

The above charges are made in accordance with the Public Libraries and Museums Act 1964, and decisions of Worcestershire County Council. Under the Act certain public library services must be free of charge to the user, while the service may charge (and in some circumstances must charge) for other services. Borrowing library books and using reference and information services must be free of charge, while charges may be levied for borrowing other items and on any items returned later than the date due for return.

To borrow books or other items you must be a member of the library (forms are available from each library); membership is free of charge. You do not have to be a member to use reference and information services except that to use Internet terminals you must be a member (special arrangements are made if you do not have proof of identity and address or are a visitor) and people under 16 must be members and have permission of a parent, guardian, etc, given on a special form (available in each library).