



A Guide to using Highland Libraries

Welcome to the Highland Council's Library Service, a network of 41 libraries, 9 mobiles and 24 school libraries. For a full range of services visit www.highland.gov.uk and follow the links to Highland Libraries.

Membership

Membership entitles anyone who lives, works, or studies in The Highland Council area to use any library in the Highland Libraries network. Members can borrow books and other items, use the request service, use library computers and access hundreds of on-line resources free of charge.

Joining

To join the library service and start borrowing items just fill out a membership form and provide proof of your address eg a driver's licence or a recent personal utility bill. Membership forms are available at all Highland Libraries and can be downloaded from the Internet.

If you do not have an address in the Highlands you will still be able to join the library on a temporary basis provided you can show your current passport, or current national identity card or current student card or current photo driver's licence. Temporary membership entitles you to use the full range of services including access to the Internet but restricts the number of items you can borrow. Temporary membership can be exchanged for a full membership at any library once you have proof that you live, work or study in The Highland Council Area.

Becoming a library member means agreeing to look after items you borrow and being prepared to pay for any loss or damage that might happen to them while they are on loan to you. Memberships for those under 16 years of age must be signed by a parent or legal carer. By signing this form parents or carers are agreeing to look after the items borrowed as though they had borrowed them themselves and to take responsibility for their child's use of the Internet in libraries.

Borrowing items

Items can only be removed from the premises with the permission of library staff in accordance with the normal practice of a public lending library.

Items must be returned to any Highland Library within the advertised loan period. Please note that if no-one is waiting for the items then it may be possible to extend the loan period by contacting any Highland library or visiting www.highland.gov.uk and following the links to Highland Libraries.

Overdue Items

Each item returned late will be subject to the advertised overdue charge for each day over the agreed period. These charges can be avoided by contacting the library in person or by telephone or visiting www.highland.gov.uk and following the links to Highland Libraries where you can update your own account. Children, teenagers, people over the age of sixty and certain other groups do not pay overdue charges but are required to contact the library service to extend loan periods when possible. Fourteen days after the agreed return date a reminder will be sent.

Library Cards

On joining the library personal details will be transferred to a computer database held in accordance with the Data Protection Act and checked once every two years for accuracy and currency. You will receive a library membership card which you will need to take with you each time you visit the library. The number on your card together with your unique PIN, available from library staff, also allows access to your personal account at Highland Libraries On-Line. Potential misuse of the card is your responsibility and loss will mean a charge for replacement. However if you do lose your card, or change your name or address please let library staff know – they will be very happy to help, just ask.

Charges

Most Highland Libraries' services are available free of charge to the user – this includes borrowing books, using computers, accessing the Internet, looking up reference items and seeking advice from the friendly and knowledgeable staff.

Charged services include for example:

Printing	Video loans
Photocopies	CD loans
Faxes	Sales of withdrawn books
DVD loans	Replacing lost membership cards

For current prices contact your local library or the Library Support Unit on 01463 235713 or visit www.highland.gov.uk and follow the links to Highland Libraries.

Opening Times

For details of opening times contact your local library, the Library Support Unit on 01463 235713 or visit www.highland.gov.uk and follow the links to Highland Libraries.

Reference and Local History Material

To ensure these collections are always available for consultation they are not generally available for loan.

Should you require access to material not held in your local library please ask staff or make use of the several hundred on-line resources available only to library members via Highland Libraries On-line.

For the full policy on Reference and Local History material visit www.highland.gov.uk and follow the links to Highland Libraries or, for local history information visit www.ambaile.org.uk the Highland Council's bi-lingual website for Highland history and culture.

Copyright

The Highland Council meets all the requirements placed on it by Acts of Parliament relating to copyright, data protection, Freedom of information and other legislation. In offering the public access to books, music, CDs, videos, DVDs, e-content and e-learning resources The Highland Council expects that library users will meet all relevant legislation requirements.

Consideration of others

Library users and staff are entitled to expect a safe, neutral, if often lively environment. To enable this:

Eating and drinking is not allowed except in designated areas

Except with prior permission from staff the only animals allowed into the library are those accompanying people with disabilities.

Users of library computers and access to the Internet are subject to The Highland Council's Acceptable Use Policy.

Community events and displays are welcomed but can only take place in Highland Council library premises with staff consent.

To ensure fairness to all, petitioning, canvassing, and selling items on library premises can only take place in Highland Council library premises with staff consent.

Anyone who causes offence to or endangers other library users or staff will be asked to leave and may be reported to the appropriate authorities.

Exceptions to the above will be advertised in advance in the library concerned or at <http://www.highland.gov.uk/leisure/libraries/>.