

# Library Terms and Conditions

This information is to help you make the most of your library membership and understand your responsibilities as a library member and guarantor.

## Joining the library

- By completing your e-mail details, we assume you are willing to be contacted by this method for delivery of notices regarding your account.
- In order to borrow audio visual items, you will need to provide proof of your address; bring along your current bank statement, utility bill, driving licence or medical card.
- Your library card is issued subject to Library Byelaws, signing your library card means you are responsible for returning borrowed items and paying for any charges relating to your account or the account you are acting as guarantor for. The Library Byelaws can be viewed here:  
[https://www3.rbwm.gov.uk/download/downloads/id/389/library\\_bylaws\\_policy.pdf](https://www3.rbwm.gov.uk/download/downloads/id/389/library_bylaws_policy.pdf);

## Borrowing items

- Books and magazines are free to borrow and there is a charge to borrow most audio visual items. The majority of items are loaned for 3 weeks; DVDs and magazines are 1 week loans.
  - If you show us your Advantage card, you will get automatic discounts every time you borrow certain items from your library. Please see our charges for details of these discounts here:  
[https://www3.rbwm.gov.uk/info/200197/libraries/445/libraries\\_-\\_price\\_list](https://www3.rbwm.gov.uk/info/200197/libraries/445/libraries_-_price_list)
- There is a charge for returning items late and you may incur replacement costs if borrowed items, or your library card, are lost, stolen or damaged.

## Renewing items

- Items can be renewed 24-hours a day via <https://rbwm.spydus.co.uk> or by phoning 0303 123 0035 or at your local library, during opening hours. In most cases, all items can be renewed four times. Please be aware that audio visual items will incur a repeat loan charge.

## Using library computers, laptops and USB devices

- Adult library members (whose records have been updated to reflect that they have an Advantage card) are entitled to 45 minutes free use of the Internet every day. Further use is charged for every additional period of 30 minutes. Adult library members (without an Advantage card) and visitors using library computers will be charged for each 30 minute period.
- 12-17 year old library members are entitled to 45 minutes free use of the Internet every day. Further use is free for every additional period of 30 minutes. 12-14 year olds will need their parent or carer to sign a permission form so that they can access the Internet. Children aged 15 and above have direct Internet access without staff assistance.
- Children aged 11 and under may only access the Internet with their parent, or carer, present using that adult's library card.
- Charged sessions are unable to be extended. A new booking, for a new session, will need to be made to continue using the computer. Extended use of computers is dependent on demand.
- When using library computers, unused minutes cannot be carried forward or refunded.
- Laptops, digital cameras, memory sticks and other USB equipment can be used in the library as long as conditions of use are adhered to.
- The Royal Borough of Windsor and Maidenhead is part of the SELMS consortium. Your borrower record will be held on a shared database but your details will only be available to staff in another authority if you choose to borrow or reserve items from that authority. All personal data is held strictly in accordance with the requirements of current Data Protection legislation. If you would like more information please see our privacy policy at:  
[https://www3.rbwm.gov.uk/download/downloads/id/3842/library\\_and\\_customer\\_contact\\_face\\_to\\_face.pdf](https://www3.rbwm.gov.uk/download/downloads/id/3842/library_and_customer_contact_face_to_face.pdf)