

Terms and Conditions

Becoming a Member

Membership is free and you can join at any age. You do not need to live within Birmingham to have a Birmingham Library membership. You can use your Library card at any Library within Birmingham Library Service. Some of our services may have restrictions e.g. only accessible from within a Library or require a Birmingham address.

Joining online

On completion of the online form you will be issued with a SELFREG number. To obtain a card you take this number to any local library in Birmingham with proof of your name and current address. You are entitled to one Library membership, therefore if you have previously had a Birmingham Library card or if your application is rejected then please see joining at a Library.

Joining at a Library

You can join by visiting any of our Libraries with proof of your name and current address.

Under 18

15 or under you will need a parent, carer or a responsible adult over 18 in the family to act as guarantor. As guarantor you undertake to be responsible for items borrowed, internet usage and any charges incurred through loss or damage.

If you are between **16 and 17yrs old** we will accept a student card, letter from your school or college or other appropriate identification.

18 and over

18 or over you must provide one proof of name and address from the list below (items marked * must be no more than two months old). - Driving Licence / Medical Card / Council Tax / Tenancy Agreement or Rent Book /Utility Bill* / Credit/Charge Card Bill or Bank Statement* /Other Official Letters*/TV Licence

Electronic Identification will be accepted where the recipient has requested to receive the document/bill in electronic form and it can be shown that it is from an official site e.g. DWP, Utility Company. We will not accept an electronic version of a driving licence or passport as these are not issued electronically.

Privacy Statement

What do we use the information for?

Birmingham Libraries are open to all and we provide free services such as events, study areas and online services. Stock can be borrowed and reserved and computer and printing facilities are also available.

What information do we hold and use?

You do not need to be a member to make use of the study space and to view the majority of the stock. However to make use of the library computers, borrow an item of stock or make use of our electronic resources or other services we do require that you take out a membership and we will therefore collect and process the following information about you:

- Personal, for example name, date of birth, address, and marital status
- Your contact details such as email or mobile phone numbers, which depends on how you have selected to be contacted.

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As a member we would keep:

- Information relating to borrower history and computer usage
- Information relating to any charges paid/owing.

On what grounds do we use the information?

If you have given your consent when you joined the library you may be contacted via email or, text regarding the following:

- Loan reminder; overdue notice and/or item reservation notifications or other membership related matters

How do we collect this information?

The personal data we hold is provided by yourself when you join the library by filling out the online joining form or the paper application form. The paper form is shredded after completion.

How long do we store it and is it secure?

Your information is stored on our Library Management System software. We keep your information as long as you are still using the library service. Any membership not used which has expired after five years is removed unless there are outstanding loans or money owing on the account.

For the full Birmingham City Council Privacy statement please see the council website - https://www.birmingham.gov.uk/info/20154/foi_and_data_protection/384/privacy_statement

Your membership entitles you to

Borrow up to 10 of the following items for 28 days for free.

- Fiction and non-fiction books including books in other languages, graphic novels, large print, picture books and maps.

The following items can be borrowed in addition to the above. There is a rental charge depending on your age (including renewals) and a shorter loan period.

- music CD's
- DVD's
- physical talking books for children, teenagers and adult.

Please ask staff about concessions or for more information. For a full list of charges please check our [website](#).

Online eBooks, eAudiobooks and eMagazines

You can sign up to borrow eBooks, eAudiobooks and eMagazines from OverDrive and RBDigital. No need to worry about returning the item on time and no charges or fines to pay. To access OverDrive (Libby) you do need to live within Birmingham

Reservations

If the item you require isn't available, you may reserve it online or at any library and have it sent to your local Birmingham Library.

Computer Access

As a library member you can book to use a computer at your local library including printing facilities. Use of the computers is free but any printing will need to be paid for. You can also access our subscription websites. Please ensure that children are supervised when using a computer.

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Events

Various events are held throughout the Libraries of Birmingham for all ages. You can search for events in your area. To attend some events you will need to be a library member.

Full details of all our Library Services can be found on our [Website](#)

As a library member

Managing your membership

You can access your account at any time by logging into your online account via the Library catalogue. You will need your Library card number and PIN. You can see when your membership is due to expire. It will list when items are due back, the status of any reservations and you can renew your items. You can also check your account at any self-service Kiosk. If you are issuing or returning an item at a Self-service Kiosk then retain the receipt.

You are entitled to one library card

To be able to use the Library e.g. borrow books or use the computers you will need to have your card number and PIN. We would always recommend you bring your card with you as you may require it to access some services or provide it as proof if you have a query with your account. Due to Data Protection Regulations staff cannot provide your card number or PIN without ascertaining proof of identity and where appropriate proof of address. Do not allow your library card to be used by anyone else.

If you lose your Library card or it is stolen then please inform us as soon as possible. There is a charge to replace a lost card. Do not attempt to re-join the library by filling in the online registration form.

Ensure you membership details are up to date.

To ensure that we hold up to date membership details all cards expire after a set period of time depending on the borrower category you have been assigned. If you try to take out or renew an item that will be due back after your card has expired the transaction will be blocked. To find out when your card expires please check your online account.

On expiry of your card we will check your membership details and you will be asked to provide proof of address. If you change your personal details then please let us know as soon as possible. Some changes e.g. email address can be made via your online account. To update your address then please take your card and proof of address to a Birmingham Library.

Any items borrowed should be returned back on time.

If you select to receive notices via email a courtesy email will be sent out 7 days before an item is due back. It is important that you know the date your items are due back and return them on time. You can return items to any Birmingham Public Library. You will have to pay a charge for items brought back late (if you are receiving any benefits you may be eligible for concessions.) Items returned via an external returns bin will not be collected until the next opening day this may lead to fines being incurred.

Excessive fines will block your access to Library services. Under 18's do not pay for fines. If you return an item late via a self-service Kiosk you will need to log into your account to see any charges incurred.

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If you have overdue items then any fines incurred will not be fully calculated until the item is returned or renewed. For full details of our fines and charges please see our website

You can renew an item up to a maximum 3 times unless.

- The item has been reserved.
- You have fines on your account which have blocked your card.
- Card is due to expire before the return date.

When renewing allow enough time before the item is due back in case it cannot be renewed.

You can select to receive notifications via email or SMS.

If you select to have notices via email you will receive a courtesy reminder 7 days before your items are due back. We cannot offer this facility if you select SMS. If you have selected to receive notices either by email or SMS then if you have overdue items then you will receive a notice when they are 14 days overdue, then 28 days overdue. You will also receive a notice when any reserved items are ready for collection.

Be responsible for all items borrowed on your library card.

You will be charged for items that are lost or damaged. If you have lost or damaged an item please talk to a member of staff as soon as possible.

If you have a query with any items on your account then please ensure you contact the Library from which you borrowed or returned them as soon as possible.

If you are acting as a Guarantor

For persons under the age of 16 you have agreed to act as guarantor so that they can become a member of Birmingham Libraries. The Library has agreed to issue a membership card on the following terms:

- That they undertake to abide by the rules of the Library.
- As guarantor you will be responsible for items borrowed and any charges incurred.
- As guarantor you will be responsible for their internet usage, including materials found on or printed from the computers, and any costs or damages that may be incurred while connected.

Using the Library Service

A library is a complex public building which hosts lots of different activities and provides a variety of services to meet the expectations of our many customers. There are guidelines on how visitors should behave toward each other, library staff, the building and its stock. Birmingham Libraries have their very own set of [bylaws](#). This is a set of rules and regulations which outline how customers should behave when using a library. They were made by Birmingham City Council under Section 19 of the Public Libraries and Museums Act 1964. By following these guidelines customers will experience a safe, secure and harmonious environment.

Misuse of your membership including abuse of members of staff or other customers could lead to your library privileges being removed. The important thing is that we want you to enjoy your visit and make the most of all of the rich and varied services on offer.