

Rules for Wandsworth Libraries

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Membership rules

Library membership is free.

You will receive a card with a membership number and a separate PIN (personal identification number).

You will require your membership card or number to borrow an item.

Membership cards cannot be transferred to anyone else.

Lost membership cards must be reported immediately to any Wandsworth Library. The cardholder, or the parent/guardian responsible for a child's membership, remains responsible for the return of any item borrowed prior to such notification.

A replacement membership card will be issued on application. Identification may be required. Replacement cards are free for ages 0-15, and 60 and over. Members aged 16-59 will be charged a replacement fee.

All members must immediately notify a Wandsworth Library of any change of address or name so that the computer record of membership can be amended.

The Librarian-in-charge is entitled to withdraw the membership of any person who fails to comply with any of the membership rules, or who commits an offence against byelaws made under Section 19 of the Public Libraries and Museums Act, 1964 as amended by the Council.

PIN (personal identification number)

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If you register online, you can choose your own PIN.

If you join at the library, a PIN will be given to you which can be a random number or one chosen by you.

You can change your PIN online by going to [Wandsworth Libraries Online](#) and opening the link [Search the Catalogue](#), on the left hand side of the web page, and

following the links to [Borrower Information](#), [View your details](#). This will bring you to the option to change your PIN (security measures mean that a direct link to the [change PIN](#) option cannot be provided here).

If you are already a library member, but have not yet used a PIN, try using the last four digits of your telephone number. If this is not successful, please contact your local library with your membership number and ask for a PIN - to safeguard your personal information, PINs cannot be issued by telephone or in person without identification checks, such as confirming your date of birth.

Charges

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There is no charge to borrow books for three weeks provided they are returned or renewed before the date given for return.

There are some hire, late return and other charges, which must be paid as they are incurred. Link to [Fees and Charges](#) for details of the current rates. Wandsworth Council reviews the fees and charges every year, and the rates are prominently displayed in every library from 1st January.

Renewals

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Outstanding charges block renewals and prevent further borrowing.

If an item is not required by another library member, it may be renewed for a further three weeks by linking to [Wandsworth Libraries Online](#) and opening the link [Renew items on loan](#) on the left hand side of the web page, by the 24 hour telephone renewal line [011 5929 3388](#), or by telephone, post, or personal application to any Wandsworth Library, provided that any late return charges and/or repeat hire fees are also paid.

You will need your membership number (from your card) and [PIN](#) for online and telephone renewals.

Reservations

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For a small fee library members can reserve any item listed on the library catalogue through self-service by going to [Wandsworth Libraries Online](#) and opening the link [Search the Catalogue](#), on the left hand side of the web page, or on a computer in the library. You will need your membership number (from your card) and [PIN](#).

Any items reserved with staff assistance incur a reservation fee - see [Fees and Charges](#).

Reservations for books not in stock incur a reservation fee.

Library members may reserve books which are not listed on the library catalogue on payment of the fee according to the scale determined by the Council.

DVDs and videos, language courses and audio/talking books which are not already in stock cannot be reserved, but library members may suggest titles for purchase on the Stock Suggestion Form.

Reserved items will not be kept after the date given for collection.

If you request an out of print book which is not in stock, we will try to borrow it from the British Library or another library. Significant additional charges apply if a British Library book is not returned on time or is lost as the British Library's penalties can exceed £100 per item.

Borrowing entitlements and rules

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All library members may borrow up to 15 items, which can be any mixture of books, CDs, DVDs, videos, cassettes or language courses.

Each member may have up to fifteen items on loan at any one time.

Most items may be borrowed for an initial period of three weeks except for those items where special restrictions apply, particularly DVDs and videos.

Items may be borrowed from and returned to any Wandsworth library.

All overdue items must be returned or renewed before any other items can be borrowed.

Hire charges for audio-visual items must be paid when the item is borrowed according to the published scale of charges and exemptions.

The removal of any item from a library without confirmation that the loan has been recorded on the library computer system will be regarded as theft and in contravention of byelaw 7 – see [Byelaws for Wandsworth Libraries](#) for more details.

Sets of vocal scores and plays may, with the consent of the Librarian-in-charge, be counted as one item.

Library members may borrow video recordings subject to payment of the appropriate hire charge, provided that no one under the age of 15 borrows a video recording classified as '15' or '18', and that no one under the age of 18 borrows a video recording classified as '18' within the classifications of the Video Recordings Act 1984. You may be required to provide evidence of your date of birth before you borrow a DVD/video recording.

Sound or video recordings borrowed from the library must not be copied or used for public performance.

Wandsworth Council accepts no liability for damage allegedly caused to any audio or playback equipment as a result of playing audio-visual recordings borrowed from Wandsworth Libraries.

Lost or damaged items

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Library members are responsible for the care and safe return of all items in the same condition as they were in when borrowed, and for this purpose shall be judged to have examined all items at the time of borrowing.

Library members, or the parent/guardian responsible for a child's membership, are usually required to pay the cost of replacement of any item which is not returned to a Wandsworth Library, or which is returned in a damaged condition.

You are advised to return all items and to explain any concerns about the charge for damaged or lost items to the Librarian-in-charge to prevent further charges being added to your account.

Children

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Children remain the responsibility of the parent or carer at all times.

Children aged eight or under must never be left alone in the library.

Parents and carers should never leave children unsupervised in a library.

Adults unaccompanied by children may only visit and use the facilities of the Children's Library at the discretion of the Librarian-in-charge, and must leave the Children's Library when requested to do so.

Computers

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You must comply with the [Internet Access Policy](#) for Wandsworth Libraries.

You must register for library membership before you can use a public access computer in a Wandsworth Library.

You must not transmit to or download from the Internet any material in violation of any laws. This includes, but is not limited to, material subject to copyright, threatening, obscene, racist or pornographic material, or material protected by trade secret.

You must not use public Internet access in public libraries for any commercial purposes.

You will be prevented from further use of public access computers in Wandsworth Libraries if you access illegal, threatening, obscene, racist or pornographic sites.

A child's parent/guardian is responsible for the child's access to the Internet and for monitoring and exercising control over sites visited – library staff do not exercise this control.

Use of stock inside a library

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Reference books, CD ROMs, newspapers and magazines can only be consulted inside the library and may not be borrowed.

You must hand the library's copy of any newspaper or magazine which you are reading to library staff within ten minutes of being told by a member of library staff that the title is required by another person.

Photocopying or computer printing may be produced in accordance with copyright laws and payment of the relevant fee.

Byelaws

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Use of all Wandsworth's libraries is subject to byelaws made under Section 19 of the Public Libraries and Museums Act 1964 by The Mayor and Burgesses of the London Borough of Wandsworth. The current byelaws were revised and confirmed by the

then Government's Secretary of State for National Heritage with effect from 5 July 1996 – see [Byelaws for Wandsworth Libraries](#) for more details.

Notification of reservations and overdue items by email or post [top](#)

You are recommended to register online to receive emails to tell you if your books are overdue or your reservation is ready for collection – you may need to set your email rules to accept mail from wandsworth.gov.uk addresses.

You need your membership number and PIN to register for emails by going to [Wandsworth Libraries Online](#) and opening the link [Search the Catalogue](#), on the left hand side of the web page: follow the links on the left to [Borrower Information](#), [View your details](#). Enter your membership number and PIN to see [Your details](#), and you can then add or change an email address and make this your default option for notices about reservations or overdue items (security measures mean that a direct link to [Your details](#) cannot be provided here).

When items are approximately four weeks overdue you should receive a notice to advise you to return or renew and to warn you that late return charges are increasing – these usually apply to library members aged 16-59. Late return charges must be paid regardless of whether a notice has been received.