



A Guide to Using Highland Libraries

Welcome to the High Life Highland's Library Service, a network of 61 community and school libraries, plus 8 mobile libraries. For a full range of services, please visit <http://highlifehighland.com/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 please click on the **Join High Life Libraries** link at <https://www.highlifehighland.com/join-high-life-highland/>. This will give you temporary membership to allow immediate access to some of our online resources. You will need to visit your local library within 21 days to make your membership permanent. Please take your temporary borrower number with you, along with proof of your address and identity e.g. a driver's licence or a recent personal utility bill.

Membership forms are also available at all Highland Libraries. You will be asked to show proof of your address and ID. The following documents, which must be current or in the case of Utilities bills dated within the last three months are acceptable. Where the one document includes both name and address, that one document is acceptable for proof of both ID and address. Otherwise two documents will be required, one giving proof of your ID and the other of your address.

Documents accepted as proof of address and ID:

Family Credit Book, Rent Book, Valid driving licence, Council Tax payment book, Job Seekers Allowance book, Bank Statement, Building Society pass book, Utilities bill, Valid passport, Valid student card, National Entitlement Card, Young Scot Card, High Life Card.

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 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. Membership 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 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 <https://www.highlifehighland.com/libraries/> and following the links to **My Account**.

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 <https://www.highlifehighland.com/libraries/> and following the links to Highland Libraries where you can update your own account. Under 16s, 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
- Photocopies
- Faxes
- DVD loans
- Replacing lost membership cards

For current prices contact your local library or the Library Support Unit on Tel. 01463 235713 or visit <https://www.highlifehighland.com/policies-and-user-guides/>

Opening Times

For details of opening times contact your local library, the Library Support Unit on 01463 235713 or visit <https://www.highlifehighland.com/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 <https://www.highlifehighland.com/policies-and-user-guides/> or, for local history information visit <https://www.highlifehighland.com/am-baile-highland-history/> High Life Highland's bi-lingual website for Highland history and culture.

Copyright

High Life Highland 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, audio books, DVDs, e-content and e-learning resources High Life Highland expects that library customers will meet all relevant legislation requirements.

Consideration of others

Library customers and staff are entitled to expect a safe, clean, welcoming and attractive environment. To enable this:

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

Customers using library computers and access to the Internet are subject to High Life Highland's Acceptable Use Policy.

Community events and displays are welcomed but can only take place in High Life Highland library premises with prior approval. Please contact LSU on 01463 235713.

To ensure fairness to all, petitioning, canvassing, and selling items on library premises can only take place in High Life Highland library premises with prior approval. Please contact LSU on 01463 235713.