

**ABERDEEN CITY COUNCIL
(LIBRARY & INFORMATION SERVICES)
MANAGEMENT RULES 2013**

Aberdeen City Council (“the Council”) by virtue of the powers conferred upon them by Section 112 of the Civic Government (Scotland) Act 1982 (“the Act”) or otherwise, hereby makes the following Management Rules to regulate the use, and conduct of persons while in the Central library, Community libraries, any mobile library or any other location in which library services are being provided by the Council (“the Libraries”).

1 CONDUCT

People visiting Libraries must comply with all reasonable instructions and directions given by Council staff acting in the course of their duties.

The normal standards for good conduct in public places will apply in the Libraries and these are summarised in the Library & Information Services Customer Service Charter. The Library & Information Services Customer Service Charter is available from all Libraries and the Library web pages. Whilst using the Libraries it is prohibited to:

- a) make excessive noise or create a disturbance
- b) bring in any animals, with the exception of assistance dogs
- c) smoke
- d) consume food or drink, except in designated areas or on occasions when food and drink are supplied by or on behalf of the Council for consumption on the premises
- e) use a mobile telephone in such a way that it disturbs, interrupts or annoys any other person
- f) use foul and abusive language or act in an aggressive, disrespectful or inappropriate way towards others
- g) willfully disturb, obstruct, interrupt or annoy library staff in the execution of their duties, or any other person engaged in the proper use of the facilities
- h) use the facilities for any illegal purpose or any other purpose for which they are not intended
- i) undertake sound recording, photography or filming, including filming by the use of mobile phones with cameras, without the prior written consent of the Council
- j) leave or distribute leaflets, notices, promotional material, petitions, or public charitable collections without the prior written consent of the Council
- k) damage property
- l) drop litter
- m) engage in or organise a public meeting or assembly without the prior written consent of the Council
- n) engage in any trade or business without the prior written consent of the Council
- o) enter whilst under the influence of drugs or alcohol
- p) enter whilst unclean in person or dress so as to cause offence to other persons

- q) use the power supply to power personal electric/electronic equipment (which in itself may only be used at the owner's risk) except where dedicated power points are provided for such purposes, and which shall be time limited
- r) enter an area designated for staff or private use
- s) play a musical instrument, sing or perform without the prior written consent of the Council.

2 LIBRARY MEMBERSHIP

Library membership is required to borrow items, access online resources remotely and to book time on library computers. Membership entitlements shall be subject to such age limits and other restrictions as the Council may from time to time prescribe. A membership card will be issued on completion of the membership application process and the provision of the current required proof of identity and address. Students studying in, and those employed within Aberdeen will be required to give proof of their parental/main or actual address. Proof of age may be required.

The granting of borrowing rights may be delayed until details given have been confirmed. By signing the membership card users will be agreeing to be bound by these Management Rules and any other regulations as may be made by the Council relating to the use of the Libraries.

Age Restrictions

There is no lower age limit to obtain Library membership. At age 12, children are given teenage membership and adult membership is given to all at age 16.

Guarantors

A child or young person below the age of 16 shall not be entitled to Library membership unless a parent or guardian has agreed, by signing the membership card to accept responsibility for the child or young person as a member. Parents or guardians in giving such an undertaking are liable for any items borrowed under the child or young persons membership, including loss or damage.

Membership Cards

Membership cards issued for borrowing items, accessing on-line resources remotely and booking time on library computers are not transferable. Members shall be personally responsible for the safe-keeping of cards and for items borrowed on their card, whether on their authority or not. Members shall also be responsible for computer time booked on their card, whether on their authority or not. Members shall be required to immediately notify any change of address or the loss of a card. A charge will be made for the replacement of lost cards.

3 LOANS

Issue of items

Items cannot be taken from Libraries unless issued against a borrower's card. The Director of Education, Culture and Sport or other designated officer ("the Director") is required to lend reference material which will only be granted in accordance with the nature of the request and separate loan arrangements will apply.

Number of items

The Director shall determine the maximum number of items as may become available for borrowing from the Libraries which a member may have on loan at any one time, and shall have the power to vary these maximum numbers at their discretion.

Loan Periods

The Director shall have the power (a) to determine the maximum period for which a member may have a particular item on loan; and (b) to vary all or any such maximum loan periods at their discretion.

The Director may, at their discretion, reduce the maximum loan period for any particular item if it is in heavy demand or for any other appropriate reason.

Renewals

Items may be renewed in person, online, by telephone, or by post, unless requested by another member. When a member has renewed an item twice they will not be permitted to borrow the same item again until a normal loan period has elapsed.

Reservations

Lending material may be reserved at a charge determined from time to time by the appropriate Council Committee. Children and teenagers do not pay reservation charges on children's items.

4 CHILDREN

Aberdeen City Libraries welcomes all children. To ensure their safety, parents and carers are responsible for the supervising of children during their library visits. Children under the age of 8 must be accompanied by a parent or carer at all times. Children aged between 8 and 12 must not be left unaccompanied for extended periods of time.

- a) Members under the age of 16 are not fined for the late return of children's items.
- b) Members aged 12 – 15 will be liable to pay the cost of any fines or charges incurred in borrowing books or other items from adult collections.

5 IT FACILITIES AND WI-FI

Conditions of membership

All members can access IT facilities. The Wi-Fi service is open to adult members only. All members under the age of 16 may only access PCs set up for child use unless accompanied by a parent or guardian. All members may only access the IT facilities and Wi-Fi services in accordance with the conditions set out in the Acceptable Use Policy. The Acceptable Usage Policy is available from all libraries and on all public access computers. The Acceptable Usage Policy is available from the Libraries, the library web pages and on all public access computers.

6 MATERIAL OF VALUE

Material which has a particular value and/or is liable to damage, may only be issued on loan or made available for reference purposes or copied subject to such conditions, including the provision of appropriate insurance or surety, as the Director deems necessary to ensure its safety.

7 LIABILITY

The Council will have no liability in respect of the loss or theft of an item belonging to any Library user.

The Council will have no liability for damage caused to any audio or reproduction equipment due to defects or condition of loan items played on them.

The Council will have no liability for loss or theft of personal data arising from use of Council computer equipment.

8 SERVICE USERS' RESPONSIBILITIES

Defective Items

It shall be the responsibility of a user of the Library Services to see that any items borrowed and any items or materials used for reference purposes are in good physical condition and to report any defects prior to use or borrowing to a member of the library staff who will record these comments. Failure to do so may result in incurring liability for damage in terms of below.

Loss or Damage

Users of the Library Services shall be responsible for any loss or damage to reference material that they have consulted on the premises. Members shall be responsible for any loss or damage to material that has been borrowed or used in their name, whether such damage or loss is attributable to them or otherwise, and shall be liable to make payment for such damage or loss

together with the administration expenses involved. The amount of such payment shall be determined by the Director.

c) Contravention of Legislation

Nothing in these Management Rules nor in the provision of Library Services shall authorise the contravention of any enactment and in particular it is prohibited to do anything which contravenes the Copyright, Designs and Patents Act 1988 as amended, or any subsequent legislation relating to intellectual property.

9 OVERDUE ITEMS

Members who retain books items beyond the maximum permitted loan period shall be charged for such items at such a rate or rates as shall be determined from time to time by the Education, Culture and Sport Committee "the Committee". Such rate or rates shall be prominently displayed at all points of issue in the Libraries.

Members who incur fines or charges above the maximum level determined by Committee (the current maximum level of fine or charge is £10.00) will not be permitted to access library services until all fines and charges are paid.

10 EXPULSION AND EXCLUSION ORDERS

Where Council staff have reasonable grounds for believing that a user has contravened, is contravening or is about to contravene any of these Management Rules, they may expel that person from the premises.

Where a user has persistently contravened or attempted to contravene these Management Rules and in the Director's opinion is likely to contravene them again the Council may decide to make that person subject to an exclusion order for a specified period of up to one year.

An exclusion order made under this section 10 shall take effect on such date as the Director may decide, being not less than 14 days after the decision to make that person subject to an exclusion order. A person who has been made subject to an exclusion order:

- a) shall be notified of the decision to make the exclusion order and provided with a statement setting out the reasons for that decision; and
- b) shall be entitled to make written or oral representation to the Council at any time up to the time that order would have taken effect but for the representation being made.

The Council on receiving representations in terms of (b) above shall suspend the effect of their decision, consider the representations and decide whether to confirm their decision or revoke it.

11 FINE

Any person who refuses to leave library premises after being requested to do so or any person subject to an Exclusion Order in terms of section 10 above enters or attempts to enter the premises to which the Exclusion Order relates shall be guilty of an offence and liable on summary conviction to a fine not exceeding Level 1 on the Standard Scale.

12 CITATION AND COMMENCEMENT

These Management Rules shall, be cited as the Aberdeen City Council (Library and Information Services) Management Rules 2013.

These Management Rules shall come into force on the date of their execution and shall remain in force for a period of ten years thereafter, unless earlier revoked or amended.

To be signed by the proper officer and sealed with the Common Seal of Aberdeen City Council