

Devon Libraries Welcome!

English

No: 0

Welcome to a world of books, music, films, events, history, information, computers, and more!

Libraries are friendly, welcoming places, and you can use them free of charge. You can look at books or study in the library, bring children to events for young people, ask for information, or use library computers.

If you join the library, you can borrow books, and hire DVDs, CDs and audiobooks, and as a library member, you can use library computers free for half an hour a day. Your children can join too - even babies can be library members! It won't cost you anything, and, you just need to give us a few details, including your name and your address. If you don't live in Devon, but are visiting, we need to know your home address as well as your Devon one.

You will be given a library card. Please take it to the counter (or in some libraries to the self-service kiosks) with anything you want to borrow. Borrowing books is free, but if you bring them back late, you will have to pay a small charge. There is a hire fee for DVDs, CDs and audiobooks.

You can borrow up to*:

- 12 books for 3 weeks
- 4 DVDs for 1 week
- 4 music CDs for 1 week or 4 audio books for 3 weeks
- 4 language courses for 3 weeks

(* This varies for under 16s and people who have a disability)

If you want to keep books for another 21 days, just ask – the answer is usually yes!

You are responsible for anything you borrow so please don't lend your library card or any library items to anyone else, and tell us if your card is lost or stolen, or if any of your personal details change.

If you have any questions about the library, or if you have a disability and would like to know how we can help you, please ask in the library. Or you can email us at devlibs@devon.gov.uk, or phone our Customer Service Centre on 0845 155 1001 (8am - 8pm on weekdays and 9am - 1pm on Saturdays). If you phone, just hold the line to speak to someone after the recorded message.

On the other side of this sheet, you will find some information about using library computers in Devon.

USING LIBRARY COMPUTERS

You need a library card to use a computer in the library. If you are just visiting Devon for a short period, you can have temporary access to a computer if you tell us your name – we will give you a slip of paper that has a number printed on it.

Once you have a card or a temporary slip, in some libraries you can type in the number on your card or slip to start using the computer. In other libraries, you will have to ask staff at the counter to book you onto a computer.

Before you begin, you must click to say you accept our policy. In particular, you have to stay within the law and not try to look at illegal or pornographic websites. Use of the Internet and email services is recorded and monitored, and we may check if we suspect anyone of misusing a computer.

Library members can use a computer free of charge for half an hour a day. If you are a visitor, there is a charge. Everyone has to pay for printing, which is done on a printer at the library counter. When you have 5 minutes of your session left, a warning will appear on the screen. If you need longer, please ask staff as soon as you see the warning. You will have to pay for the extra time. Current charges are on a poster and leaflets in the library and on the library website.

If you want to keep your work, you can save it to a USB drive or other external device. You can't save it on the computer.

If you are under 12 years old, you cannot use email, and you may only use the Internet (except for some specially chosen websites) if your parent, legal carer/guardian or grandparent tells library staff that you may do so.

If you are aged 13 – 15 you can use the Internet and if your parent, legal carer/guardian or grandparent tells library staff that you may do so, you can use email too.

Library staff can help you sign on to a computer and give you some help and support, but if you have never used a computer before or if you need advanced help, you may need to attend a training course. Library staff can help you find a course - often they are free. Some libraries have special times when the staff can give you some basic training.

If you need to know more, please ask staff.

We hope you will enjoy using Devon Libraries!