

Devon Libraries

Audiovisual library services

Factsheet 3

Where can I borrow DVDs and sound recordings?

All Devon libraries, including mobiles, have audiobooks, and the larger libraries also have DVDs and music CDs. Collections vary in size, with the most comprehensive at Exeter Central and Barnstaple, and popular collections elsewhere.

If your library doesn't have the title you want, you can request it for a small fee so long as it's listed on our web catalogue at www.devon.gov.uk/library_catalogue, and it will be sent to your library for you to collect. If your library doesn't stock the format you are looking for, there isn't even a request charge.

What's available?

There's a huge range to choose from:

- **Music on CD** including classical, rock, pop, jazz, folk, film, and world music
- **DVDs** of feature films, TV series, children's favourites, and leisure interests, many of which you can't easily hire elsewhere
- **Audiobooks on CD and cassette** of popular and new authors, including poetry and non-fiction
- **Stories on CD / tape** for children
- **Language courses** from Afrikaans to Zulu on CD, cassette, video, DVD and CDROM. The county collection in Exeter Central Library has over 70 languages, including English, and most libraries stock popular languages such as French, German, Spanish and Italian. You can choose:
 - Basic holiday travel packs
 - Complete study courses at different levels
 - Materials for you to practise listening and speaking skills
 - Business courses specialising in commercial terms and telephone skills
 - Introductory packs for children, often with games, puzzles and songs

How do I find out what's in stock?

You can search our web catalogue at www.devon.gov.uk/library_catalogue for DVDs, CDs, audiobooks, language courses and story CDs / tapes, as well as for books, and larger libraries have a dedicated catalogue terminal.

How can I reserve a title?

Any title in stock can be reserved for a small fee. You can place your reservation online via our website at www.devon.gov.uk/library_catalogue (you will need your PIN - if you don't know it, show library staff your ticket and ask, or phone our Customer Service Centre on 0845 155 1001). You can also reserve items in the library, or phone our Customer Service Centre.

If your local library doesn't stock the format you want to hire, there's no charge for reserving items in that format, so long as you place your reservations in person at the library. You will of course still need to pay any hire fee when the items arrive for you.

What can I borrow and what will it cost?

You may borrow, on your normal library ticket:

12 books	Initial loan period 3 weeks, free if as you return or renew them in time
AND	
4 language courses	Initial loan period 3 weeks, free if you return or renew them in time
AND	
4 DVDs	Initial hire period 1 week, but you can keep them longer for an extra daily fee
AND 4 items from the following categories	
4 music CDs	Initial hire period 1 week, but you can keep them longer for an extra daily fee
OR	
4 audiobooks	Initial hire period 3 weeks, but you can keep them longer for an extra daily fee
OR	
4 children's story CDs / tapes	Initial loan period 3 weeks, free if you return or renew them in time

DVDs may only be hired by adult members of the library, though of course you may share them with your family!

For details of current charges, please see our Fees and Charges leaflet, our website, or ask staff.

What if I'm not a library member?

If you aren't already a library member, just visit the library to join - you'll be able to take half the entitlement straightaway and the full amount next time you borrow.

Are there any extra entitlements for people with disabilities?

If you have a visual or hearing impairment or other physical or learning difficulties, you can register as a "Specific Needs" borrower – just ask library staff.

You will then be able to:

- Borrow audiobooks on the same terms as books, free if you return or renew them in time
- Borrow music CDs free of charge for up to 3 weeks (after that, standard hire charges apply)
- Borrow up to 8 recorded sound items at a time
- Reserve Devon Libraries' audiobooks or recorded music free of charge
- Pay reduced fines on overdue books and audiobooks

If you have a visual impairment you can also register separately to:

- Reserve audiobooks that are not in stock in Devon (out-of-county reservation charges apply)
- Obtain items in Braille and other alternative formats (there may be a fee)

Please help us to help you

While we make every attempt to maintain stock in good working order, we accept no responsibility for damage apparently caused to users' equipment by library recordings. You can help by:

- Keeping them away from sources of heat, damp or magnetism, including computer monitors, TVs and loudspeakers
- Not leaving tapes in the player on "Pause"
- Handling disks by the outside edge and central hole, not the surface
- Cleaning playing heads regularly
- Replacing recordings in their correct case and storing them in the case when not in use
- Rewinding tapes after use
- Reporting any damage when you return the item

Copyright

All recordings are subject to copyright and are lent on the understanding that they are for private, domestic or educational use only. They should never be used for a public performance.

Contact details

Address: Devon Libraries Headquarters
Great Moor House
Bittern Road
Sowton
Exeter
EX2 7NL

Phone: 01392 384315

Fax: 01392 384316

Email: devlibs@devon.gov.uk

Different formats

If you would like a summary of this in a different format such as large print, Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk

Last updated October 2009