**Rules and Regulations of Kilkenny Library Service**

**Joining the library**

In order to join a person must complete an application form, either online or in person. S/he must visit a library and produce photographic identification (who they are) and proof of current address (where they live) to activate membership.

Children and young people under the age of eighteen years must get the permission of a parent or guardian to join the library. Parents/guardians are responsible for their children in the library, their children’s selections and use of library materials and services, including access to the Internet.

Adults and persons with a young adult’s ticket can access the Internet in the library, subject to Kilkenny Library Internet policy and Kilkenny Library Wi-Fi policy.

Your library card is individual to you. It may not be used by anyone else. Bring your card to the library every time you visit.

You are asked to advise library staff, as soon as possible, of any changes in membership details or loss of library card.

**Membership Conditions**

Membership will allow you to use the library services as follows:

**Adult:** access to all library collections, services and to the Internet subject to the Terms and Conditions outlined.

**Child under 12:** access to the children’s library, to DVDs up to a PG rating, and to Internet services, when accompanied by an adult.\*

**Young Adult 12-14:** access to the children’s and young adult library, to DVDs up to a 12 rating, and to Internet services.\*

**Young Adult 15-17:** access to the adult library, to DVDs up to 15 rating, and to Internet services.\*

\* (*See Kilkenny Library Internet and Wi-Fi policies*)

You must at all times observe the Library‘s Code of Conduct while using the library facilities.

You must comply with the conditions of the Copyright and Related Rights Act 2000.

Public libraries operate within the statutory framework in relation to all services including the Code of Behaviour for the protection and safeguarding of children in public libraries 2014. Library users must comply with all associated requirements.

**PIN**

A PIN will be issued with your membership card at the time you join the library. This number will be required to use any of our PCs or online services.

PINS can be reset online at: <https://librariesireland.iii.com/iii/encore/myaccount>

It is your responsibility to ensure that your PIN is not shared with anyone else, written on your library card or anywhere that would compromise the safety of your PIN.

**Removal of Overdue Fines**

**From the 1st of January, library members will not have to pay fines for overdue items and no existing overdue fines will be collected.**

There will be no overdue fines charged on any materials taken out from the library by library members from the 1st of January 2019.  All overdue fines on members’ accounts as of the 1st of January 2019 will also be removed.

We are encouraging members of the public to return undamaged, overdue library items to their local libraries. There will be no overdue fines to pay and we would be happy to reactivate your library membership for you to begin using your local library again.

The removal of fines is a key aim of the new public library strategy *Our Public Library 2022: inspiring, connecting and empowering communities* which was published jointly by the Department of Rural and Community Development, the County and City Management Association and the Local Government Management Agency and launched by the Minister for Rural and Community Development, Michael Ring T.D. in June 2018. The strategy states, ‘***The library is a free lifelong resource that should be available to all without barriers or charges. Library charges have been shown to have a detrimental effect on library use by children and the disadvantaged. However, there is little evidence to show they ensure timely returns – rather they may actually dissuade members and users from returning overdue items*.**

The elimination of overdue fines is another way for libraries to encourage people who might not regularly use the library to experience what they have to offer.

**Returns and Renewals**

No overdue fines does not mean no responsibility. You will continue to receive reminders and overdue emails to prompt you to return items to the library. Please return items on or before their due date to allow them to be borrowed by other library users. Please continue to renew your items online, by phone or in person at your local branch.

Please return overdue items once you receive an overdue notice. If there is an issue in returning the item, please contact a library staff member to discuss this.

If you do not either return an item or contact a library staff member to discuss an overdue item before you receive a third reminder, your card will be blocked from taking out or renewing any further items, including e-books and e-audio books. Borrowing privileges cannot be restored until either the overdue item is returned, or you have made contact with a library staff member to discuss the matter.

**Reminders**

Reminder emails are sent as follows:

* **3 Days Before Due Date**: Reminder Email
* **1 Day after Due Date:** Reminder Email
* **3 Weeks after Due Date**: Reminder Email
* **9 Weeks after Due Date:** Item considered lost, card borrowing privileges blocked and user requested to present to the library

You can check the details of your membership including whether you have overdue items at any time by logging into your online account.

**Replacement Costs**

There will be no replacement charge for children’s items which have been lost or damaged. Members under 18 will not be asked to pay replacement costs. Replacement charges will not apply to any items lost / damaged on a Young Adult card.

You will be asked to pay a replacement charge if the item which has been lost or damaged is an adult item on an adult (over 18) membership card. This cost will be calculated as the purchase price of the item.

Replacement charges can be paid at any library branch, regardless of where the item originated from.