

Brindle Quay Library - Lending Policy

Edition 4 | Effective 1 March 2027

1. Membership and ordinary loans

Brindle Quay Library is a fictional neighbourhood lending service. This policy applies to its main reading room and river kiosk. The service is run by the Brindle Quay Reading Trust; it does not administer the separate museum archive.

A standard membership lasts 12 months from the date of registration. Registration is completed at the main reading room. The desk accepts a printed address letter or a current tenancy card as proof of local residence. Visitors may read materials on site without becoming members.

The ordinary loan period for printed books is 21 calendar days from checkout. A member may have up to six printed books on loan at once. The return date is printed on the checkout slip. Reference atlases and bound local newspapers remain in the reading room.

The lending policy is identified by document code BQL-LEND-04. Staff quote this code when recording a policy exception. An exception concerns a single transaction and does not change the policy for later loans.

The library lends board games for seven calendar days. Puzzle boxes are inspected on return; members are asked to report missing pieces when they first notice them. Donated magazines are available from the free shelf and are not checked out.

This edition does not state the replacement charge for a lost board-game token. Staff must consult the separate asset register for that charge. The asset register is not reproduced in this policy.

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2. Renewals, reservations and returns

A printed book may be renewed once for 14 calendar days if no reservation is waiting for that title. A book with a waiting reservation cannot be renewed. The renewal period begins on the existing due date, not on the day the renewal is requested.

Reserved printed books are held at the collection desk for three opening days after the member receives a ready notice. Uncollected reservations then return to circulation. Telephone messages are recorded in the same queue as web requests.

Books placed in the outdoor return box are recorded as returned at 09:00 on the next opening day. The box is available overnight, but it is not a collection point for reserved items. Oversized atlases must be handed to a member of staff.

The library charges no overdue fine on printed books. This does not remove the requirement to return a book or settle a replacement charge when an item is lost. A member with an unresolved lost-item record may still use the reading room.

Home delivery is offered only to members with a registered mobility exemption. Delivery staff carry a maximum of four printed books on each visit. A registered exemption is reviewed annually by the membership desk.

Reading groups may request a set of matching books. Sets are handled under a separate group agreement; the six-book individual limit does not describe a group set. A group organiser must nominate a single collection contact.

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3. Equipment and help desk

A loan tablet must be returned to the equipment desk before 16:30 on its due day. Tablets cannot be deposited in the outdoor return box. Each tablet is checked with its numbered power adapter and fabric sleeve.

The equipment desk issues a tablet for five calendar days. The member signs a condition slip at collection. The desk records existing scratches on that slip so they are not attributed to a later borrower.

A damaged tablet is sent to the service bench under ticket series BQL-EQ. Members do not arrange external repairs themselves. The service bench is staffed on Wednesdays; this timetable is separate from the ordinary book return schedule.

The main reading room opens at 09:00 on Tuesday through Saturday and closes at 17:00. It is closed on Sunday and Monday. The river kiosk has its own opening notice, and this policy does not give its hours.

The help desk records unresolved checkout queries in the daily desk log. Staff retain that log for 90 calendar days after the last entry on its cover. A member can request a copy of the transaction slip that concerns their own loan.

Large-print titles are marked with a blue spine label. The label concerns format, not a different borrowing entitlement. Audio discs use green case labels and are kept beside the listening station.