

Open Ticket Adult

Do I qualify for an Open Ticket Adult?

The Open Ticket is for library members with a short or long term medical condition that has a substantial and negative effect on their day to day life, affecting their ability to:

- Use the printed book stock
- Choose for themselves when to visit the library
- Borrow and return library items

What medical conditions are included?

- a) Visual disability (e.g. low vision, cataracts)
- b) Physical health condition (e.g. multiple sclerosis, chronic arthritis)
- c) Learning difficulty/disability (e.g. dyslexia, Down's Syndrome, brain damage)
- d) Clinical diagnosis of dementia/memory loss
- e) Autism spectrum condition
- f) Mental health condition (e.g. schizophrenia, agoraphobia, severe anxiety)
- g) Any other medical condition that has a substantial and negative effect

Do I have to prove that I qualify for an Open Ticket Adult?

No proof is required. However, we do ask you to indicate your condition from the list above (e.g. f – mental health condition). This will help us to ensure we provide stock and events which are relevant and easy to access for all our customers.

How do I change my membership category if I qualify for an Open Ticket Adult?

Speak to staff on your next visit to the library, call our Library Information Service on 01483 543599 or email community.connections@surreycc.gov.uk. You will not need a new library card unless yours is missing or lost (there will be no charge on this occasion).

What are the differences between the standard Adult membership, and the Open Ticket Adult*?

* as at 30 October 2017

	Adult	Open Ticket Adult
How many items can I borrow?	20	20

Books

What is the maximum number of books I can borrow?	20	20
How long are books borrowed for?	21 days (three weeks)	42 days (six weeks)
Can books be renewed, if not requested?	Yes (for three weeks)	Yes (for three weeks)
How many times can I renew my books?	Five times	Five times
Is there a charge if my books are overdue?	Yes – 30p per day (maximum £9)	Yes – 15p per day (maximum £4.50)

Audio books	Adult	Open Ticket Adult
What is the maximum number of audio books I can borrow?	12 (hire charges apply)	12 (NO hire charge)
How long are audio books borrowed for?	21 days (three weeks)	42 days (six weeks)
Can audio books be renewed, if not requested?	No	Staff can do this for you - request by email libraries@surreycc.gov.uk or phone 01483 543599
How many times can I renew my audio books?	-	Five times
Is there a charge if my audio books are overdue?	Yes – 30p per day (maximum £9)	Yes – 15p per day (maximum £4.50)

DVDs

What is the maximum number of DVDs I can borrow?	6 (hire charges apply)	6 (hire charges apply)
How long are DVDs borrowed for?	7 days (one week)	7 days (one week)
Can DVDs be renewed, if not requested?	No	No
Is there a charge if my DVDs are overdue?	Yes – 50-60p per day (maximum £10)	Yes –50-60p per day (maximum £10)

Reservations

Is there a charge for reservations?	75p online or £1.75 via staff	75p via staff or online
Can I reserve anything free of charge?	Large print/Audiobooks	Large print/Audiobooks

Overdue notifications

Is there a charge for overdue notifications?	£3.00 for final notice	£3.00 for final notice
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Why does the Open Ticket Adult include charges?

- Overdue charges encourage people to return their items so they are available for other customers, or renew them to let us know they are still in use. This allows the whole community to have access to library resources.
- Overdue charges are easily avoided by using our simple renewal methods - in person, by telephone (including a 24 hour automated phone line on 0300 200 1001 at local rate), online or through our app on your smart device. You can also register for a “pre-overdue” email.
- If you do not have internet access, a friend or family member can act as a contact and receive “pre overdue” emails, and/or renew online on your behalf.
- The reservation charge goes some way to recovering the costs of locating and moving the item from library to library.
- DVDs provide us with income through their hire charges – particularly important in a time when the library budget is increasingly impacted by the reduction in the council’s resources.

How can I find out more information about this change, how to renew items or any other queries?

If you have any queries, please contact our Library Information Service on 01483 543599 or email community.connections@surreycc.gov.uk.