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General

What are the libraries' hours and locations?

Greenock Central Library, Cathcart Street, Greenock PA15 1DE

Mon, Tues, Thurs 9.30am–7pm; Fri 9.30am–5pm; Wed 9.30am–1pm; Sat 10am-1pm

Gourock Library, Kempock Place, Gourock PA19 1QU

Mon & Thurs 12-7pm; Tues & Fri 10am-5pm; Wed & Sat 10am-1pm

Kilmacolm Library, Lochwinnoch Road, Kilmacolm PA13 4LE

Mon & Thurs 12-7pm; Tues & Fri 10am-5pm; Wed & Sat 10am-1pm

Port Glasgow Library, Fore Street, Port Glasgow PA14 5EX

Mon & Thurs 12-7pm; Tues & Fri 10am-5pm; Wed & Sat 10am-1pm

South West Library, Barr's Cottage, Greenock PA16 9HG

Mon & Thurs 12-7pm; Tues & Fri 10am-5pm; Wed 10am-1pm; Sat CLOSED

Watt Library, 9 Union Street, Greenock PA16 8JH

Mon, Tues, Thurs, Fri 10-5pm; Wed & Sat 10am-1pm

Inverkip & Wemyss Bay Library, Wemyss Bay Primary School, Ardgowan Road, Wemyss Bay PA18 6AT

Mon, Tues, Thurs 3.30-7pm; Wed CLOSED; Fri, 3.30-5pm; Sat 10am-1pm

How do I join?

There are 2 membership categories available:

Full Membership

Full Membership of Inverclyde Libraries is free to everyone who lives, works and visits Inverclyde.

You can apply in person at any library where you will be asked to provide 2 forms of identification (one of which must have proof of current address) e.g. a bank/credit card and bank statement, or;

You can join online using the link below but you must then verify your membership by visiting any library and providing 2 forms of identification (one of which must have proof of current address) e.g. a bank/credit card and bank statement.

There is no minimum age for joining, but for those under the age of 12 we require the signature of a parent or guardian.

Full membership entitlement includes access to the whole range of Library Services including all eServices and resources (eBooks, eAudiobooks, Zinio eMagazines, Credo Reference, Ancestry, Theory Test Pro & Encyclopaedia Britannica online plus

“Who Else Writes Like?” and “Who Next?” for children) as well as the ability to borrow Books, DVDs, CDs and Talking Books from any Inverclyde Library. Full members may also use PCs in any Library.

<http://ipac.inverclyde-libraries.org/cgi-bin/spyus.exe/MSGTRN/OPAC/BRWREG>

eMembership

eMembership of Inverclyde Libraries is free to everyone who lives, works and visits Inverclyde. The minimum age for eMembership is 12 years. eMembership entitlement allows access to the whole range of Library eServices (eBooks, eAudiobooks, Zinio eMagazines, Credo Reference, Theory Test Pro and Encyclopaedia Britannica online as well as “Who Else Writes Like?” and “Who Next?” for children). **No ID is required to become an eMember** - to activate your membership simply complete the form below and click the submit button. You will then receive an email with your library membership number. Apply for eMembership using this [Form](#)

If I lose my library card, how do I replace it?

Ask at any branch for a replacement card, which costs £1.20 (£0.65 concessions) Please destroy the old card if you find it again later.

Can I use my library card in all Inverclyde Libraries? Yes, your library card gives you access to all seven libraries.

If I forget my library card, can I still take out books/use PCs?

Yes you can, however you can only borrow items/use a computer once without your card.

Do I have to return a book to the library I borrowed it from?

No, you can return items you have borrowed to any Inverclyde Library.

What if the library doesn't have a book/CD/DVD that I want?

You can suggest any item for stock that we do not already have. We buy around 80% of the stock items suggested to us. Items that we do not buy can usually be obtained on loan from another library. Please call 01475 712323 for details.

How many items can I borrow from the library?

Books (no upper limit)
Ebooks/eaudiobooks(10)
DVDs (6)
CDs (5)

Talking Books on CD or Playaway (10) or 20 for Registered Blind)
Music Scores (no upper limit)
Maximum number of items from combination of above is 20

How long can I keep borrowed items for?

Our standard loan period is three weeks for books/CDs/audiobooks and one week for DVDs. New release DVDs are loaned for three days. Items can be renewed (unless Reserved) after this time in person at any branch, or by telephoning 01475 712323, or online at: <http://www.inverclyde.gov.uk/education-and-learning/libraries/catalogue>

How do I reserve a book?

If the book you want is available in your library, you can call to have it kept aside in that library for up to 2 days. If you want an item that is out on loan, or you want it sent to your local library, please ask for a reservation form at any branch, or telephone 01475 712323, or log on to your online account at <http://www.inverclyde.gov.uk/education-and-learning/libraries/catalogue>

How do I renew my books?

You can renew your books in person at any branch library, or by telephoning any branch library, or online by visiting <http://www.inverclyde.gov.uk/education-and-learning/libraries/catalogue>

What happens if I don't return my books before their due date?

You will start to accrue fines at the rate of 10p per item per day up to a maximum of £3.00 per item on any book/CD/audiobook. Seniors (60+) are not charged fines. DVDs accrue fines for adults at the rate of 60p per item per day up to a maximum of £3.00 per item per issue.

What happens if I damage or lose a book?

Please do not be afraid to tell us that you have damaged or lost a library book. If there is only minor damage to a book, we won't charge you for its replacement. If the item does have to be replaced, we will take various factors into consideration when setting a charge, such as the age of the item and the number of times it has been borrowed. Charges can often be less than you might imagine. You can also pay your charge in instalments.

How can I use the library if I can't get to it?

Our Books on Wheels service caters for users who cannot visit the library in person for medical reasons. Items are selected by staff to suit your individual tastes or requirements and are delivered to your door every 4 weeks by the WRVS. Please call 01475 712323 if you are interested in using the service.

Can I use the library if I'm visiting on holiday?

Certainly! If you wish to borrow books, you would join the library in the usual way (see above) if you just want to use our PCs, you will be required to complete a Guest User

form and provide one form of identification, such as a bank card etc. If you are planning to use the library regularly during your visit to the area, it is sensible to join, as this allows you to pre-book PCs in advance and also means you wouldn't have to fill out a Guest User form each time.

Can I donate items to my local library?

Due to space constraints, we are not taking any donations at this time.

Does the library have a reading group?

We run three reading groups, one each in Greenock Central, Gourock and Port Glasgow Libraries. The groups meet on Wednesday afternoons. Please call 01475 712323 for more information. There is also a children's book club call Crazy Exploding Page Turners.

How do I find out if there are any events or activities in the libraries?

Our events and activities are advertised in several places - on our website at <http://www.inverclyde.gov.uk/libraries>, on Facebook, via our Twitter account [@InverclydeLibs](https://twitter.com/InverclydeLibs), and in local press such as the *Greenock Telegraph* or *Inverclyde Now*. Events are also usually advertised in all our branches and in the McLean Museum and Art Gallery. For specific information, please telephone 01475 712323.

Can I send and receive a fax at my local library?

Yes you can – we offer this facility in Central, Gourock, Port Glasgow and Kilmacolm Libraries. It costs 90p per page to send to the UK and £1.20 per page to send something internationally. To receive a fax costs 70p.

Do the libraries have a photocopier I can use?

Yes, all branches have photocopying facilities. This costs: 10p per A4 sheet and 20p per A3 sheet in black and white 60p per A4 sheet and £1.10p per A3 sheet (colour).

Do the libraries have a public toilet?

All Inverclyde Libraries have a public toilet except the Watt Library.

Can I apply for a travelcard in the library?

Young person's concessionary travel: You can currently apply for a OneScotland National Entitlement Card within our libraries if you are no longer in school. If you are still in secondary school, applications forms are available in all our libraries, but must be submitted to Community Learning & Development, 32 Nicolson Street, Greenock PA15 1UL.

Scotland-wide free bus travel for older and disabled people: We do not administer the Concessionary OneScotland National Entitlement Card for over 60s and the Disabled - for further advice and application forms please contact the SPT Travel Centre, 28 Kilblain Street, Greenock.

Where can I ask a question that isn't covered here?

Please telephone 01475 712323, or e-mail library.central@inverclyde.gov.uk

ICT

Do I have to be a member of the library to use the PCs?

You do not need to be a member of the libraries to use the PCs, but if you are not a member we will restrict your booking to one hour. You will need to show some sort of identification, such as a bank card.

What if I have forgotten my card?

After confirming some information from your membership record you will be allowed on a PC without your membership card once. If you have lost your card we can replace it for you. There will be a nominal charge for replacing a card.

May I reserve a PC in advance?

Library members may book a PC up to one week in advance. You can book a PC at any library from any other library in Inverclyde. You may make a booking of up to two hours.

What if I am late for my booking?

You have up to ten minutes after the booking start time to log onto the PC. If after ten minutes you have not entered your pin, the booking is automatically cancelled.

How will I know when my time on the computer is up?

There is a timer on the screen that shows the remaining time in your booking. This is green and is displayed in minutes. When you have less than a minute left, the timer changes to red and the countdown is in seconds. You receive a warning at five minutes left and then at one minute left.

What happens if I leave my computer to take a break?

If you wish to leave a PC to look for a book or speak to a member of staff you can lock the PC. You can do this by either double clicking the `Lock Computer` icon on the desktop – or by right clicking the `n` icon next to the PC clock and choosing `Lock PC`. To log back in you re-enter your pin. A PC will only stay locked for 15 minutes. After this time the booking will cancel.

Can I continue to use the computer after my time is up?

If you wish to extend your time you should see a member of staff. Please do this before the 5 minute warning. If the counter is busy and you do not get served straight away there may not be enough time to extend your booking. We will extend in 30 minute slots if no one else is booked on the PC after you.

If I finish early, what should I do?

You can double click the logoff icon on the desktop or you can ask a member of staff who can log you off from the counter. Do not just leave the PC – this limits the time for

other users, also someone else could use the remainder of your booking.

Is there a time limit for use of library computers?

Generally we allow two hours every day. We will extend this time in 30 min blocks if no-one else is booked on the PC. During busy times we may also limit the time allowed on PCs at the discretion of the libraries manager.

I am not comfortable using computers/the Internet. Will library staff assist me?

Although library staff can give you pointers and show you basics they cannot give one to one tutoring. We have `How To` sheets that show you step by step guides to doing things with our PCs such as setting up an email address, or using a scanner.

Can I download files from the Internet/my email?

You may download files from your email and the internet within the constraints of our Acceptable Usage Policy and the law. Downloading large files can impact on the network speeds and are therefore throttled.

Can I save a file?

You may save files to `My Documents`, USB drives and save files to CD/DVD. If using `My Documents` for temporary storage please remember to delete files before logging off. Files saved in `My Documents` will not remain there for your next booking – you cannot store files permanently on our PCs.

What software is available on your PCs?

All our public PCs have Office 2003 (Word, Excel, PowerPoint, Publisher, Access), Photoshop Elements 12, CD burning software, and Text Read and Write Gold. Office 2007 compatibility is installed on each machine.

Can I bring in software?

Unfortunately we cannot allow members of the public to install software on our PCs.

May I connect my digital camera, mp3 player, iPod, mobile phone etc to a library computer?

You may plug USB devices such as these into our PCs. If the PC recognises it as an external hard drive you may use it. If a driver is required to be installed then it will not work. We have card readers at each branch you may use. We also have USB extensions if your USB device doesn't fit in the USB recess on the front of the PC.

Is printing available?

There is both black & white and colour printing available at all branches. You can print to A4 or A3 black & white at all branches with PCs. You can print to A4 colour at all branches with PCs. In addition you can print A3 colour at Gourock, Port Glasgow and Greenock Central Libraries.

Can I request a specific computer?

You can ask for a specific computer when booking – for example one with a scanner attached – but we cannot guarantee that a certain PC will be available – or for the

length of time you would like.

Does the library offer computers with accessibility options?

All of the library PCs have access to the Windows accessibility tools. We also have other software such as Dolphin Supernova and Read and Write Gold. We have devices such as track balls, big keys etc. If you wish to use some of these devices or software please ask a member of staff.

Can I plug my laptop in?

We cannot allow you to plug your laptop into our network – but you can use our power if you are working or studying. There are limited sockets and we have to abide by health and safety laws – you cannot have cables across areas where people may trip over them. *You use our sockets at your own risk.*

Do you have Wi-fi?

We have Wi-fi in all of our libraries.

Learning Services

What courses are available in Inverclyde Libraries?

There are a wide range of courses available in the libraries. There are a number of IT options from Basic Computing through to more advanced courses such as Desktop Publishing. There are also courses in Digital Photography, Family History, iPads and much more.

We also offer the ECDL (European Computer Driving Licence) qualification. For more information please visit the Learning section of our website where you can download our course information leaflet, or phone Learning Services on 01475 712 322.

Who runs the courses in the library?

We work in partnership with West College Scotland, whose tutors deliver SQA-accredited courses in basic, intermediate and advanced computing in various library venues.

We also have a long-running partnership with Community Learning and Development (CLD), who deliver more informal classes.

Library staff and volunteers also deliver short and informal courses in basic computing and basic iPad/tablet use.

When do courses run?

Courses run at various times when libraries are open, normally for 2 hours. Classes run by West College Scotland last for 3 hours.

How often do the classes run?

Classes run by Community Learning and Development, or library staff and volunteers, run at various times throughout the year. College classes run in three blocks: new classes always start in August, November and March.

Is your basic computing course for complete beginners?

Our basic classes assume that learners have never used a computer before. You will find everyone on the course is in the same position.

Is there an age limit for taking a class?

No – Inverclyde Libraries are all about lifelong learning: our learners range from 16+ to learners in their 80s and 90s.

How much does a course cost?

Many courses are free or we'll let you know about fees before you sign up. For some courses fees may be applicable, but there are often fee waivers available to people in receipt of certain benefits.

A lot of our courses are also eligible for ILA (Individual Learning Account) funding; this grant of £200 a year can be used to cover fees for certain courses. Anyone over 16 with an annual income of less than £22,000 can apply. For more information on ILAs, or to apply, please phone 0800 917 8000. (Please note that you are not eligible to apply if you have a university degree).

How do I sign up for classes?

You can sign up online, in any of our library branches or by phoning Learning Services on 01475 712322.

Do you offer learning for people with additional support needs?

Yes, we have the ABC Project which offers additional support for people wanting to learn basic computing on a one to one basis. This project is run by tutors from the Inverclyde Council on Disability in various library venues: phone Sally on 01475 732 700 for more information.

Children and Young Adults

How old do you have to be to join the library, and how do you join?

You can join the library from birth!

But if you're under 12, an adult will have to agree to be your guarantor - this means they are responsible for what you borrow from the library.

You can join at any Inverclyde Library or if you want you can join online using the library website and this link -

<http://ipac.inverclyde-libraries.org/cgi-bin/spyodus.exe/MSGTRN/OPAC/BRWREG>

Your guarantor should come with you on your visit to join the library (or first visit if joined online) and they will also have to provide 2 forms of identification – one with proof of the guarantor's address.

If my child loses his/her card, how do I replace it?

First, check with us in case your child has left his card in the library. If it is lost, you can come in to the library to get a new card. We charge 65p for a replacement card for under 12s, £1.20 for over 12s.

What happens if my child damages or loses a book?

Please do not be afraid to tell us that your child has damaged or lost one of the library's books. If there is only minor damage to a book, we won't charge you for its replacement. If the item does have to be replaced, we will take various factors into consideration when setting a charge, such as the age of the item and the number of times it has been borrowed. Charges can often be less than you might imagine. You can also pay your charge in instalments.

Do I have to pay fines on my child's overdue items?

If your child is under 12, we will not charge you for items that are overdue. But for the benefit of other library users, please try to return or renew your books – you can renew by phone or online, up to 4 times.

How do children and young adults reserve a book?

If the book you want is available in your library, you can call to have it kept aside in that library for up to 2 days. If you want an item that is out on loan, or you want it sent to your local library, please ask for a reservation form at any branch, or telephone 01475 712323 . You can also reserve items on the library website.

How many items can children and young adults borrow from the library?

Items that can be borrowed
Books (20)
e-books/audio books (10)
DVDs (6)
CDs (5)
Maximum number of items borrowed from combination of above is 20

Can children and young adults borrow DVDs/CDs from the library?

All children can borrow DVDs, however age restrictions apply and charges apply.

Can my grandchild use the library if he's visiting on holiday?

Yes – the same rules apply as for anyone registering at the library. As guarantor, you would still have to bring 2 forms of ID, but your address does not have to be within

Inverclyde.

Does the library have a children's reading group?

We currently have one children's reading group in Central Library called Crazy Exploding Page Turners Club. This is held on the last Thursday of the month in Central Library, from 3.30-4.30pm. It is a fun activity-based club for 9-12 year olds, and the child's parent/carer will have to fill in a registration form first.

Can the library provide help choosing books for specific age groups?

Library staff are always happy to help you choose books for your children, and have guides with age-recommendations. 'What's Next' is a website created to help children discover new authors, it can be accessed from any library or if you are a library member you can access it from your home PC.

How do I find out if there are any events or activities in the libraries for children and young adults?

Our events and activities are advertised in several places: on our Facebook page called Inverclyde Libraries, on our website at <http://www.inverclyde.gov.uk/libraries> , via our Twitter account [@InverclydeLibs](https://twitter.com/InverclydeLibs), or in local press.

Do the libraries offer storytimes for babies/toddlers and carers?

Inverclyde Libraries offer Bookbug, these are fun, free sessions combining stories, songs and movement, for children aged from birth to four and their parents or carers.

Please see the following link for details of your nearest Bookbug session – <http://bit.ly/1rPRtAk>

I haven't received my Bookbug pack – can I get one in the library?

Yes you can – Baby and Toddler Bookbug packs are gifted via your Health Visitor and the Pirate Pack for 3 year olds by their early year's establishment. However if they have been missed we can gift the appropriate pack.

At what age can children use computers in the libraries?

Ages 8 and under have to be accompanied by an adult, ages 9-11 can access the PCs in guarantor has signed permission to do so, all members aged 12 plus can access computers in library.