



RHS Libraries: Lindley Library, Wisley Library, Harlow Carr Library

# Postal Loans

## Information for RHS Members

Postal loans are available where members cannot visit the Library. Request a postal loan by placing a reservation in the Library catalogue or email us at [library@rhs.org.uk](mailto:library@rhs.org.uk) and Library staff will request the item for you. You can also call us on 01483 212428 (Wisley), 01423 724686 (Harlow Carr), or 020 7821 3050 (Lindley Library). The postal loan service may be subject to change at short notice depending on our access to stock and staff availability.

Only Items in the library lending collections are available as postal loans. Oversize, heavy or fragile items cannot be sent through the post, but Librarians can suggest alternatives if an item does not qualify for a postal loan.

As only current RHS members/staff/volunteers may borrow books from the Libraries remember to state your membership number or your connection to the RHS. Delivery will be by Royal Mail.

### **Paying for your postal loan**

We will pay the cost of posting the items to you. We ask that you cover the cost of returning the items to us by post.

### **Receiving your postal loan**

You will receive an email to let you know when your postal loan has been sent. Please email the library when your item arrives to confirm receipt, or if you have not received the item within 7 days of being notified that it has been sent. Along with your order you will also find enclosed in your parcel:

1. A Postal Loan Form - this acts as a receipt
2. A Library address label for the return of the items

### **Returning your postal loan**

Please return your item(s) to us in a protective envelope, such as the padded one we send out your order in, and use the Library address label provided. You are responsible for the safe return of items to us so for added security you may wish to use signed for or tracked delivery.

### **Please note**

*Damaged or missing items* - wear and tear of lending stock is accepted. However, if items appear damaged as a direct result of misuse, the Library may charge you the cost of replacing the item. If items are damaged or go missing in transit, responsibility is taken by the sender. As such, if an item is damaged or goes missing in transit from the RHS then we will meet the cost of replacing the item. If an item is damaged or goes missing in transit from you then we may ask you to cover the cost of replacing the item.

*Borrowing DVDs for public viewing* - there are licence requirements around showing DVDs in public i.e. at society meetings. Please see the GOV.UK website for advice: <https://www.gov.uk/showing-films-in-public>

If you have any questions concerning postal loans please contact the Library Team via [library@rhs.org.uk](mailto:library@rhs.org.uk)

Thank you