

North Lincolnshire Education Library Service

Service Agreement terms

North Lincolnshire ELS will endeavour to:

Fulfil orders by required date (subject to first come first served basis.)

Fulfil orders on specified topics wherever practicable, or inform you if this is not possible. You may choose to accept a substitute topic.

Arrange delivery to / collection from your school, whenever possible.

We will do our best to deliver / collect as arranged, or inform you if this is not possible.

Make every effort to comply with advance requests for promotional or advisory visits to schools, where staffing capacity allows.

You can help us to help you :

Give ample notice for project requests, book orders, reading loans ie. by the stated order deadline (which is given in advance) at the very latest.

Agree to return resources in a suitable manner, packed well & labelled clearly.

Accept responsibility for collecting resources if your order request has missed the **stated deadline** before a delivery.

Accept responsibility for returns to us if your resources were not ready for collection on the stated delivery / collection date. Delivery or collection can be via any North Lincs public library other than the mobile library vehicle.

(PAYU customers) Understand that uncollected orders will be charged for.

PAYU customers understand that delivery or collection is not included.

Understand that unreturned resources will be charged for.

Understand that loan renewals will be counted as new loans and debited from your allowance / charged for.

Give ample notice when requesting promotional or advisory visits to schools.