

Education and Lifelong Learning



Please telephone:

Our Ref:

Your Ref: IB/LT

E-Mail: ibrown@scotborders.gov.uk

Date: 13 Nov 2008

Dear Sir/Madam

I am writing to inform you that from 24th November 2008, to coincide with the introduction of our new Library Management System "Vubis Smart", SBC Libraries & Information Services will be updating their records and re-registering all library members to make sure that the borrower information we have on our system is correct and up-to-date.

As part of this process the current library card will be replaced with a National Entitlement Card (NEC). This card contains a photo of the cardholder and can be used to access other council services and concessions both locally and nationally. These include free bus travel throughout Scotland for over 60's and disabled users as well as discounts on a range of goods and services for the 12 to 26 year olds. Many library users already qualify and hold an NEC card at the moment.

"Smart"ening the library membership card is part of Scottish Borders Council's Customer First initiative, and part of the Scottish Government's plans to provide a "**one card for everything**" approach to service delivery. Jedburgh Library will be the first library in the Scottish Borders to introduce the use of the NEC card as library cards.

All current and prospective library members living in the Jedburgh area are invited to come along to Jedburgh Library to re-register during normal opening hours, from the 24th November to 12th December 2008, when library staff will be on hand to help people register or re-register for the new style library cards. All you require is two pieces of identity, something with your name and address or photograph on, a utility bill, bank statement driving licence or passport, the staff will do the rest.

As a special promotion, all patrons who renew their membership between the 24th November and 12th December will receive a voucher for two free DVD or CD music loans as well as their name being entered into a free draw for a DVD player. However, if any users cannot make it into the library during the three week period, they can still re-register in their own time.