

EXERCISE 8

Read the five extracts from the conversation. Match the headings in the box with the extract they refer to.

apply to renew a library membership card if one gets lost

comment on books and authors they've read

do searches for books which have become bestsellers

pay fines for books which are returned late

update details of their home address if they want to

Jim: And what if I've forgotten to bring a book back before the due date and there's a charge for it because I've gone past the deadline? Can I pay online?

Jim: And I'm afraid that my son can't find his library membership card. Can we use the website to get another one and replace it? Or do we have to be here at the library to do that?

Jim: Is there some kind of list on the website where I can find out what the top ten books are?

Mary: You can post your own review if you like. You know, tell other library users whether it's worth reading.

Mary: But if you've moved house recently, so you're living somewhere different, you'll need to bring us a copy of an electricity bill or a bank statement – something with your street number on it.

