Royal Borough of Windsor and Maidenhead

Library Policy Document

2022-2026

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Contents

1. Background

1.1 Corporate Plan

The [Corporate Plan 2021-2026](#) sets out specific goals for the Council.

It's overarching vision is:

'Creating a sustainable borough of opportunity and innovation'

Services will deliver three overarching Corporate Plan Objectives:

a) Thriving Communities – empowering residents, businesses, and staff to create an environment of success
b) Inspiring Places – creating the framework to encourage personal and professional development
c) A council trusted to deliver its promises – sticking to our word and providing a service everyone can rely on.

The Library Service contributes to the successful delivery of all three Corporate Plan Objectives while providing spaces and resources that enable all Council Services and Council partners such as Optalis and Achieving for Children to do the same.

1.2 Library Transformation Strategy

A robust, objective and evidence-based Library Transformation Strategy ([LTS](#)) aims to deliver corporate and community priorities through a Library Service that helps release the power and assets within communities to meet local need.

As well as accessing books, information, sign-posting and digital support, Royal Borough residents utilise library spaces in large numbers for study, social contact, health and wellbeing, group exercise, support and council customer services.

Each community library provides statutory library services for all [published opening hours](#) with a trained library officer on site to support volunteers, deal with complex enquiries, manage the building, take escalations and ensure safeguarding is robust.

[Library Provision](#) in the Royal Borough consists of:

a) Three town centre Libraries open 7 days per week: [Maidenhead Library](#), [Windsor Library](#) and [Ascot Durning Library](#)
b) Three community libraries linked to local schools: [Cox Green Library](#), [Cookham Library](#) and [Dedworth Library](#)
c) Five community libraries: [Old Windsor Library](#), [Boyn Grove Library](#), [Datchet Library](#), [Sunninghill Library](#) and [Eton Wick Library](#)
d) A Container Library at [Wraysbury](#).
e) The establishment of pop-up libraries in [Sunningdale](#) and [Horton](#).

f) A Digital Library that includes e-books and e-magazines as well as audio books, newspapers, Films and Music for streaming or download.
g) An extensive online reference service that includes a range of training suites, Genealogy, Business Information and Support, academic journals and research papers, Which and an Oxford suite of reference resources. Some of these are only accessible within library buildings.
h) A programme of activity both digital and physical to reflect the four national Universal Library Offers to support Reading, Information & Digital, Culture & Creativity and Health & Wellbeing
i) A Library Employment initiative (delivered in partnership with the DWP) to support individuals and employers
j) An Accessibility Library Offer to ensure those with additional needs are supported with tailored adjustments so that they can benefit from library facilities and services

1.3 Legislation

Councils are statutorily responsible for overseeing and ensuring the delivery of a 'comprehensive and efficient' library service and are also responsible for supporting the overall health and well-being of their communities.

Library services must comply with the Public Libraries and Museums Act 1964[1] and other legal obligations, including the Equality Act[2] and Public Sector Equality Duty[3] (PSED). The legislation states that the library service must:

- *Encourage both adults and children to make full use of the library service, and to provide advice as to its use, making available such bibliographical and other information as may be required.*
- *Secure, by the keeping of adequate stocks, that facilities are available for the borrowing of, or reference to, books and other materials, sufficient in number, range and quality to meet the general requirements and any special requirements both of adults and children who live, work or study in the Royal Borough of Windsor and Maidenhead*

1.4 Current Position

All library policies were reviewed in 2021. A number of amendments and updates were implemented to bring them in line with the Corporate Plan and the Library Transformation Strategy. The full suite of Library Policies has been replaced by a single document covering all elements of The Royal Borough of Windsor and Maidenhead Library Service's Policies.

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[1] Public Libraries and Museums Act 1964 (legislation.gov.uk)
[2] Equality Act 2010 (legislation.gov.uk)
[3] Public sector equality duty - GOV.UK (www.gov.uk)

2. Purpose and Vision

2.1 Library Service Vision

The Royal Borough of Windsor and Maidenhead Library Service will provide physical and virtual spaces that build connections and facilitate access to knowledge, resources and support so that residents are equipped to aspire and thrive

2.2 Library Service Strategic Priorities

This vision will be underpinned by six **Strategic Priorities**:
 a) Facilitate opportunities for young people to aspire, thrive and make a positive contribution to society
 b) Empower residents to take charge of their mental and physical health, skills development and independence
 c) Help shape, connect and support communities that are characterised by resilience, strength and vibrancy
 d) Assist local economic recovery to support individuals in realising aspirations and fulfilling potential
 e) Promote environmental sustainability while managing assets and resources efficiently to provide value for the community
 f) Assure access to trusted information for work, leisure, citizenship and study through expert and professional collection development

2.3 Library Service Aims

The primary aim of the Library Transformation Strategy is to deliver sustainable and resilient library services that support Corporate and Community priorities in the most cost-effective way possible. To achieve this the Royal Borough of Windsor and Maidenhead Library Service will
 a) support cultural and creative enrichment
 b) support increased reading and literacy
 c) improve digital access and digital literacy
 d) help everyone achieve their full potential
 e) contribute to healthier and happier lives
 f) contribute to greater prosperity
 g) help build stronger, more resilient communities

3. Scope

 a) Library Locations
 b) Home Library Service
 c) Library and Resident Contact Staff
 d) Library Volunteers

4. Policy Statements

4.1 <u>Child Safety</u>

4.1.1 Background

a) Children are a valued group of customers and it is important that that they feel secure, comfortable and confident when using Royal Borough of Windsor and Maidenhead libraries and that safe community spaces are provided.

b) Under the Occupier's Liability Act (1957) it is duty of the Service to take such care, as is in all the circumstances reasonable, to ensure that visitors will be reasonably safe in using the premises for the purpose for which they are permitted to be there. As children are expected to be less careful than adults, the standard of care required will be higher.

c) If anything on the premises is an allurement or danger to children, reasonable care must be taken to protect them from that danger. It is essential that all staff take the welfare and safety of children seriously, but in no instance would staff be expected to take on parental responsibilities for children in libraries or agree to look after a child.

d) Although staff are not expected to take responsibility for children in libraries the welfare of the child is paramount.

4.1.2 Children in the library - supervision

a) Library staff can never act in loco parentis. The library is an open, public place. Children under the age of eight should always be accompanied by a parent/carer. If a child under the age of eight is not being appropriately supervised, indicate politely, discreetly and gently to the accompanying adult to keep an eye on the child. If a child under the age of eight has been left unaccompanied in the library, when the adult returns ask them politely, discreetly and gently to remain with their child in future. It may be necessary to explain the policy. It is not acceptable to make the parent feel like they are being told off or not parenting correctly.

b) If a parent/ carer presents to staff as their child/ young person is missing, support the family by asking for a description of the child/ young person. Inform other staff. Escalate if the child is not found immediately and contact police to inform them. Advise that CCTV is available (if it is). Fill in an incident report to state a child/ young person went missing whilst on the premises but under supervision of the parent/ carer.

c) If a child/ young person presents themselves as having lost parents/ carers or appears to be lost, support child/ young person and find out where they were last with them. Try to find out their name. Escalate to your line manager or Duty Officer and contact police if the parents are not found quickly. The escalation may lead to an SPA (Single point of Contact / MASH) referral. Fill in an incident report to state the child/ young person presented as lost and what happened.

d) Medical needs – if an unaccompanied child or young person is having a seizure or is injured call the emergency services and fill in an incident report. Let your line manager / Duty Officer know.

4.1.3 What to do if a child is unaccompanied and wants to leave alone

If you can ascertain, or already know, that the child is allowed to come and go alone and you feel that they are likely to get home safely then let them go. If you are in any doubt then encourage the child to stay while you contact the parent/carer or escalate internally. If the child is under eight, do not let them go home alone. Instead contact the parent or Duty Officer.

4.1.4 Unaccompanied children at closing time

a) Ask the child if they are expecting someone to collect them. Don't wait until closing time to take the next step. If no-one seems to be turning up then try to contact a parent/carer (you may find their contact details on the Library Management System). If you cannot contact anyone you will need to escalate it internally. Never escort a child home yourself. If a parent repeatedly leaves a child unaccompanied at closing time then the library supervisor should contact the parent.

b) If you have a safeguarding concern, contact your line manager or the Duty Supervisor who will assess the situation and make contact with SPA 01628 683150 or EDT (Emergency Duty Team) out of hours 01344 786543.

4.1.5 Children over 8 years who should be at school

a) Children over eight can visit the library alone. This may happen during school hours and staff may be concerned that they may be truants. Libraries, however, are to be regarded as a safe haven and anyone under 16 should be allowed to stay without feeling threatened or challenged by anything or anyone. Younger children may visit the library during school hours with parents or carers or alternative education providers. If you have any safeguarding or welfare concerns escalate them to your line manager or a team leader. If a safeguarding referral is required then the contact numbers for MASH are 01344 352005 or 01344 786543 (after hours).

b) Any problems to do with truancy will not be for library staff or volunteers to address. If children are behaving badly or inappropriately, then warnings should be given. Unacceptable behaviour in breach of the Byelaws will be dealt with in accordance with the [Library Byelaws](#). It is important that children who are not at school feel safe in the library.

4.1.6 Staff safety

Staff should ensure that they protect themselves in the following ways:
    a) Don't accompany a child to the toilet
    b) Don't initiate physical contact
    c) Don't allow a child to sit on your knee during story-time or other activities

d) Staff are required to attend Safeguarding training

4.1.7 Adults in children's section of the library
The children's section must be clearly demarcated as such. In this sensitive area staff should be cautious but the child's welfare must come first. An adult in the children's area, but not seeming to use it, should be directed to seating in the adult library or helped in finding the information they require and encouraged to leave the children's library. Staff should stay with the adult until they have left the children's area and inform a senior member of staff if they remain concerned. Polite notices suggesting only accompanied adults are encouraged to be in the children's or teenage areas are permitted but do understand that sometimes parents select books for their children or teens and should not be discouraged from doing so. However, once they have selected the items they should move out of the space.

4.1.8 Use of Toilets
Children should be allowed to use staff toilets if no public toilets are available but staff should not enter the cubicle with them.

4.1.9 Taking Photographs
Permission is required from the parent for a child under 13 to be photographed by Royal Borough of Windsor and Maidenhead staff. Young people from the age of 13 can provide their own consent.

4.1.10 Events and activities
All Royal Borough of Windsor and Maidenhead Library activities for young people will be less than two hours. Ofsted inspection regime will therefore not apply although Ofsted guidelines have informed this policy:

a) Parents should stay with young children and with children with extreme allergies or who are more likely to be at risk.
b) For class or group visits the accompanying adults (teachers, for example) should remain with the group.
c) When guests or volunteers run or assist with a session, they must be DBS checked.
d) Children with disabilities will be actively encouraged to participate in activities and reasonable adjustments will be made to facilitate full engagement.
e) Staff and volunteers must make themselves aware of first aid arrangements. If you use the first aid kit at a branch, ensure the items you use are replaced.
f) Staff must wear their badges in order to be identifiable.
g) Limit numbers that attend events based on the number of adults that will be present and the size of the venue.
h) Parents must be aware that they are expected to collect their children when the event finishes. Events should finish at least half an hour before library closing time to give parents time to collect their children.
i) If an unaccompanied child wishes to leave early try to persuade them to stay until they are collected. If you feel, with good reason, that they will be in danger then escalate your concerns internally.

j) Events Registers should include an emergency contact number for the parent/carer. If children are left alone at the event (over eights only) then keep a register of all children with parent's name and contact number and any known medical conditions (including what library staff should do in an emergency). Data protection prevents us from keeping these lists for longer than absolutely necessary. They should be shredded once all children have been collected.

4.1.11 Staff undertaking external visits

The organisation being visited remains responsible for the children. Library staff should not be left alone with the children. Staff must ensure that they are wearing a staff badge.

4.1.12 Library Evacuation during an event

The member of staff or volunteer leading the event is to ensure all children attending the event are evacuated and accounted for (take register of attendees with you). If a child is unaccounted for inform the emergency services immediately. Stay with the children until they are collected.

4.1.13 Bullying in the library

If you witness a child being bullied you have a duty to do what you can to stop it, including asking the bully to leave if necessary. Libraries should be places where children feel safe. - If a Child / Young Person presents with very challenging behaviours, escalate to your line manager or duty officer who may call SPA. You may have to call the police. Fill in an incident report.

4.1.14 Surveying and Consultation

a) Consultation is carried out with all customers including children. The information is used to find out about service performance, to plan for service development and for internal marketing purposes.

b) In general, permission is required when surveying children under 13 unless collecting only statistical data where individuals cannot be identified.

c) If visiting an outside group, it is important to give enough notice so that parents and children can all be informed. If approaching children ensure the publicity is very clear, explaining what you are doing and why, and how the information will be used.

d) You do not need permission when asking children general questions where you will not use or publish the information in such a way that the individual child could be identified.

e) Interviewers need to wear identification. Children cannot be interviewed alone in a separate room – all one-to-one interviews with children are to be in public places.

4.2.1 Background
Customer care is fundamental to an effective service and it is essential that this is reflected in all aspects of our work. Customer Care is concern for our customers - good manners alongside efficient and helpful service. The Library Service is aware that the majority of the staff joined the service because they enjoy working with customers and that they are always keen to provide the best possible levels of service. Good customer care helps all of us to do our jobs better. With these aims in mind the following "common sense" guidelines have been approved as a minimum standard for us all to exceed.

4.2.2 Training
Because of its importance, it follows that training in Customer Care should be given a high priority. Training should be given to all staff. Coaching in telephone technique is vital before staff use the telephone. Training is required in dealing with the needs of vulnerable groups. If delivering training, or providing a practical demonstration in a public area, breaking off to serve the customer is an essential part of the training and allows the trainee to observe good customer care. Trainees should not be left alone when the trainer goes off to deal with an enquiry and instead should accompany the trainer.

4.2.3 Staff Attitudes
Staff should behave to Customers in the way they would wish to be treated themselves. They should be courteous and attentive, approachable and helpful. A pleasant manner should be matched by efficiency in service. All customers are entitled to the same standard of care and staff should be aware of the special needs of some customers.

4.2.4 First Impressions
   a) Staff should acknowledge each customer in a pleasant and welcoming manner. It is important to acknowledge a customer and smile. Eye contact is important.
   b) A standard greeting i.e. the same words used to all members of the public, could easily become false and insincere. "Hello/Good morning/Can I help you? /Good afternoon Mrs Smith" may be used according to the situation. Some customers may be put off by an over effusive or a too chatty member of staff, but a friendly manner and a willingness to help are basic requirements.

   c) If there is a queue and more than one member of staff is dealing with it, customers should, for example, be politely asked to bring their books or items for attention. "Would you like to bring your books down here?" is better than "Next!" If the customer has to wait, it is polite to apologise for the delay and if possible to say "I won't keep you long".
   d) Staff should avoid standing with their backs to the customer and never eat or drink in the public area. They should always be aware that they are representing the Library Service and the Council.
   e) Staff should constantly be alert to customers waiting. People waiting for attention should usually be dealt with before the telephone. Anyone shelving, shelf checking or on floor duties should keep an eye on the pod / enquiry desk to return to assist colleagues with queues, or to answer telephones. Customers who ask for directions

should be taken to the appropriate section. An arm waved in the right direction is not enough.

    f) On the Container, staff should be prepared to assist customers who need assistance in getting on and off the vehicle. Elderly customers often have difficulty carrying a heavy bag of books up steps. Where appropriate the passenger lift should be offered.

4.2.5 Telephone Manner

a) No personal calls should be taken in the public area except in cases of emergency. Calls to other libraries or services should be strictly limited to business and should not degenerate into gossip.

b) A greeting such as Good morning, Ascot Library, can I help you? is essential. It is only necessary to give your name as you answer a call if you are answering your own personal extension, or if the caller will require you specifically in future.

c) If a transfer of call is necessary, it is important that an explanation is given to the customer first. If the line is engaged the customer must be asked if he/she wishes to hold. If appropriate, an offer to call the customer back should be given. If the person required is not available, an alternative member of staff can be offered, or a message taken. If a message is taken, it should be passed to the relevant member of staff as soon as possible. Once a call has been taken and transferred to another department, the telephone should be answered promptly. If it is impossible to deal with the call, then the name and number of the enquirer should be taken and a return call made as soon as a member of staff is free.

d) Anyone shelving, shelf checking or on floor duties must return to the counter to answer the telephone if other staff are occupied with customers.

4.2.6 Complaints and Difficult Situations

The customer may not always be right but a complaint must always be taken seriously and courteously. It is necessary to remain calm and polite at all times.

4.2.7 Physical Aspects

a) Making service points attractive and easy to use is part of Customer Care. Guiding should be clear and helpful and large enough to be seen by people with a visual impairment.

b) The siting of various resources is important. Large print books should always be shelved in well-lit areas and if natural light is poor, consideration must be given to obtaining additional artificial light. Large print stock should be on shelves which are neither too high nor too low.

c) Furnishings should be suitable for users. Firm high backed chairs with arms, rather than soft easy chairs are necessary for elderly users.

d) For large libraries, a library 'plan' is very helpful to customers. Notice boards should be tidy and uncluttered and notices should be up-to-date. Refer to the Physical Presentation, Displays & Exhibitions and Access Policies for more information.

4.2.8 Confidentiality

a) Records of borrowers should be accessible to the staff and that borrower only. Addresses, customer PIN numbers and other details should never be left on a screen or given to other people. Information should not be given to the police unless it is requested in the appropriate manner. This will be managed by the DPO (Data Protection Officer). Any request must be reported to the Service Lead or Team Leader who will make contact with the DPO.

b) When on duty in public areas staff should never talk about members of the public, collectively or individually.

c) All enquiries should be handled with tact and discretion.

d) Any personal data that is left in the library should be treated as confidential and not left lying around. All staff are expected to ensure that no personal data is left either on or beside library printers, or where other members of the public can see it. Any documents containing personal data should be kept securely until collected by the customer or shredded. Lost property containing personal data [e.g. Memory stick, handbag, purse etc.] should be dealt with according to the lost property procedure.

4.2.9 Special Groups

Staff need to be aware of the problems faced by customers with a physical or mental disability. Under the Equalities Act 2010 it is a requirement for all service providers to make equal provision to users regardless of any disability. Help should be offered unobtrusively – customers with a disability might not want to draw attention to themselves. Staff should never shout at a hearing-impaired person. Speaking slowly and clearly, while facing the reader is much more effective.

4.2.10 Closing Routines

Closing the service at the end of the day should take place in a polite manner. Customers should be reminded that the service is to close shortly. A five- or ten-minute warning should be given, more in the case of large buildings. Customers who appear a few minutes before closing must be dealt with politely. Lights should not be turned off before all customers have left, but they may be momentarily dipped just before closing time as a gentle hint.

<u>4.3 Displays and Exhibitions</u>

4.3.1 Censorship
a) There have been various attempts within national and local government bodies to define acceptable limits for displays and exhibitions in libraries. Most of these have foundered because what is acceptable to one individual or group is not acceptable to others. It is neither desirable nor practicable for colleagues to be required to act as censors and any guidelines must be clear and as far as possible avoid personal interpretations.

b) A library should foster the exchange of ideas and information and maintain the same impartiality with regard to displays as with regard to book selection. Provided that space permits, the only restraint on allowing individuals and organisations to mount displays and exhibitions on library premises should be the law of the land. The Indecent Displays (Control) Act 1981 states:

A person permitting or causing display of indecent matter visible from a public place shall be guilty of an offence

c) A library should not permit a display reflecting a particular view of a subject without being willing to permit the same facilities for a display to ensure a contrary display. It is sufficient that it should be willing for its facilities to be used should someone come forward with a contrary display.

d) Material may not be displayed if it contravenes the Royal Borough of Windsor & Maidenhead's own policy on promotion or advertising.

4.3.2 Charities
Registered Charities may display materials (digitally or in folders) relating to their work but not collect from customers without the written permission of the Service Lead.

4.3.3 Accessibility

Exhibitions must be mounted leaving sufficient space for wheelchair access to all parts of the exhibition.

4.3.4 Priority
Category 1: Royal Borough of Windsor & Maidenhead Council
Category 2: Achieving for Children, Optalis and other public and non-sectarian bodies, including registered charities and the NHS
Category 3: Local societies and organisations
Category 4: Commercial organisations; registered businesses and individuals offering goods or services for profit

<u>4.4 Enquiries</u>

4.4.1 Background

Enquiries are a key element of the public library service. Enquiries cover a great diversity of subjects, including information about the library arrangement, leisure interests, fiction, educational projects, Council Customer Services, signposting and work related topics such as business, skills and training. Enquiries may be answered using lending or reference stock including on-line resources. The way enquiries are answered and the accuracy of any information given is of critical importance to library users. A key element of the statutory library service is that the library can be trusted to provide unbiased, accurate and current information.

4.4.2 Definition of Enquiries

An enquiry is a 'non-administrative' question in which information is requested or assistance is asked for. The main types of enquiry are defined as follows:

Directional Enquiries
    a) any directions to a desk or section of stock within the library
    b) location of the catalogues

Routine administrative questions should not be included as enquiries. For example:
    a) how to join the library
    b) Renewals and issues
    c) telephone renewals
    d) requests for assistance in using equipment

Information Enquiries
    a) Enquiries are requests for information on any subject that require staff directly to assist customers in finding the answer in bibliographies or books, computer databases or the Internet, or other information resources in the library or elsewhere.
    b) Some business, local studies or family history enquiries may be charged for. Charges must be agreed by Full Council.
    c) Enquiries of all kinds may be received at any library, at an enquiry desk, issue pod, or via the Borough website.

4.4.3 Customer Waiting Times

Enquiries in person
    a) Enquiries should be answered as quickly as possible, consistent with good customer care and provision of the right information at the right level for the customer.
    b) The presence of a customer at an enquiry desk should be acknowledged as soon as possible and at least within two minutes.

Telephone enquiries
    a) Telephone enquiries and those received in person should so far as possible be dealt with in the order in which they are received. When in doubt the customer at the information point should be dealt with first.

b) Telephone calls should be answered as promptly as possible. Where calls are received centrally and cannot be forwarded to the appropriate person, staff should offer to take details of the caller's name, phone number and enquiry for the call to be returned at the earliest opportunity

Information Enquiries by post and email
a) All enquiries should be acknowledged within two working days.
b) Wherever possible answers should be completed with 10 working days. If it is not possible to answer in this time (eg complex local studies enquiries), the acknowledgement should state what action is proposed and how long it will take. All answers should be supplied within the time stated. No reply should take longer than four weeks.
c) If enquiries are likely to take more than 30 minutes to research (eg some Local Studies enquiries) customers should be informed of the possible charge and their agreement to pay sought beforehand.

4.4.4 The Enquiry Interview
a) All information enquiries should be treated seriously. Staff should always try to establish the true nature and level of the information required and provide answers that are accurate and consistent with the customer's expressed needs.

b) Inaccurate or out of date information inappropriate to the customer's needs should not be given. If information is not the latest available but is appropriate to the customer's need it should be offered with an explanation of its status. The customer should be made aware of the data and source of information they are given as appropriate.

4.4.5 Referral of Enquiries
a) Customers can make enquiries at any library and while many can be answered there and then, some will need to be referred to specialist staff or other libraries.

b) If it is not possible to give an answer that fully meets the customer's needs but information is likely to be available elsewhere, the enquirer should be referred to where that information is available eg the Local Studies Team.

c) Wherever possible internal referrals should be made by email while the customer is in the library so as much detail as possible can be included in the email.

4.4.6 Staffing
All libraries should be staffed for all hours the library is open by suitably trained staff.

4.4.7 Training
a) All library staff should be trained in referral techniques and should be aware of correct procedures for dealing with enquiries, so that if they are not able to answer an enquiry the customer is referred correctly first time.

b) All staff who work on information points in larger libraries should, in addition, be familiar with the full range of resources available at that library. All staff in these libraries should have access to information on the full range of resources available within the Borough.

c) Colleagues with specialist responsibilities for an aspect of stock or enquiries in major libraries should be able to give accurate advice to staff working with them or who may refer enquiries to them, on resources and procedures. This may include resources outside the Royal Borough's Library Service.

<u>4.5 Home Library Service</u>

4.5.1 Background

    a) This policy covers all aspects of the provision of the Home Library Service

    b) The Home Library Service is positioned to cover the geographic remit of the Royal Borough of Windsor and Maidenhead. The service aims to ensure all residents can access library services regardless of mobility, disability, distance from a static library or any other barrier.

    c) The Home Library service is run by library staff and delivered by library volunteers.

    d) The service is also accessible by care homes / day centres / nurseries where book collections are taken out on a six weekly cycle at a time agreed between the care home / nursery and the service.

4.5.2 Summary of how it works

    a) Home Library readers can reserve their library requests online / by email / by telephone or by telling library staff or allocated library volunteers what they require. Library volunteers or staff may also select books for readers.

    b) Books are picked by staff or volunteers and issued onto mobile library volunteer accounts. If items are selected by staff on behalf of volunteers, issued items are despatched to static library locations for allocated volunteer collections.

    c) Volunteers are informed by email that their readers' book packs are ready for collection. Readers and volunteers arrange mutually suitable appointment times for visits. In pandemic circumstances these visits may be limited to a door-step approach.

    d) Volunteers collect / return the prepared book bags from / to the most convenient static library location.

4.5.3 Accessing the service

    a) Potential home library service readers can contact any static library location to communicate their interest in the service. Library staff on duty will take their details and pass them to the Home Library service team. Potential home library service readers can also go online: [Home Library Service](#) and click on the web-form.

    b) The Home Library service team will make contact via an initial telephone call. During this call, reader's preferences are discussed and an appointment is made to visit the reader, which may include the introduction of the allocated volunteer.

4.5.4 Library membership and loan status
Home Library readers and assigned volunteers are identified under the Mobile category status. They will have library loans of at least six weeks and there are no overdue charges.

Renewals are subject to items not being requested by other readers and dependent on availability in the wider stock system.

4.5.5 Home Library service volunteers

a) Volunteers are recruited and selected for their local proximity to the community areas they agree to deliver within. Volunteers must be adults. Volunteers must also demonstrate the capacity to engage with readers at a social and empathetic level.

b) Volunteers must be interviewed and have the remit of the role explained to them before acceptance. Volunteers must have a Basic Disclosure and Barring Service (DBS) notification certificate that has been processed by the Library Volunteering and Community Development Officer.

4.5.6 Home Library Service volunteer role

a) Home Library service volunteers collect and deliver book requests / packs to housebound Royal Borough of Windsor and Maidenhead residents unable to access a static library location. Volunteers are encouraged to take the opportunity to converse at a social level with readers during the Home Library meeting time slots. They are also able to gather feedback on reading experiences of delivered books. The purpose is to develop rapport, mitigate the effects of social isolation and vulnerability and update the effectiveness of book stock for the service.

4.5.7 Induction for volunteers

a) Home Library volunteers undertake an induction that includes a presentation and explanation of a Confidentiality Agreement, Volunteer's Agreement, Safeguarding Information and Guidance, and the Health and Safety protocol for Lone Working staff and volunteers.

b) The volunteer must read and give their signature for the Confidentiality Agreement and Volunteer's Agreement. The signed documents are scanned and kept as an electronic record, and the hardcopy originals are retained by the volunteer.

4.5.8 Support for volunteers

a) Volunteers are supported by library staff in the ability to optimally deliver the library service to their assigned readers. This will be facilitated via regular feedback between readers, volunteers and library staff regarding reading experience and book selections.

b) Library staff must carry out initial introductions of volunteers and allocated readers before service commences. These must take place as face-to-face visits between library staff, volunteers and readers.

c) Volunteers can walk or drive to carry out the Home Library / service. The Library is unable to compensate mileage expenses when volunteers utilize their personal vehicle to carry out this service.

d) Home Library volunteers can be allocated at least one reader and will be matched with more housebound readers as mutually agreed between readers, volunteers and library staff supporting volunteers. Allocation evaluations are based on volunteer-reader fit in terms of proximity of locality, diverse reading interests and an interest in helping to reduce social isolation and contribute to improving housebound readers' quality of life.

4.5.9 Feedback

a) The service has a built-in feedback process – staff are in contact with readers every three weeks via email or telephone to check/confirm book requests. Staff are also in regular contact with volunteers via email or telephone and face-face at the respective library locations volunteers collect and return their book deliveries.

b) Customer service feedback cards may be handed out annually. These will be attached to book deliveries and collected by volunteers.

c) Digital feedback can be given at any time using the Council's compliments, concerns and feedback process: https://www.rbwm.gov.uk/home/council-and-democracy/contact-us/compliments-concerns-and-feedback. All feedback will contribute to an on-going cycle of learning and adjusting to how to optimally deliver the service and experience for readers, volunteers and staff.

<u>4.6 Library Access Policy</u>

4.6.1 Background
This policy covers all aspects of accessibility to the Library Service including location, opening hours, ICT, physical access, furniture and equipment, stock and services, access to staff and adequate space. It sets the standards against which individual users and communities can measure their expectations**.**

4.6.2 Location policy
a) Currently the 11 fixed site libraries and the Container Library at Wraysbury cover all the main centres of population in the Borough. The Home Library Service visits customers in their own homes.
b) The service aims to ensure all residents are able to access library services regardless of mobility, disability, distance from a static library or any other barrier.
c) Pop-up library options are established where demand arises such as at Sunningdale and Horton.

4.6.3 Physical access standards
a) Parking areas are required at all libraries with reserved parking for library users. Mother and child / disabled parking to be incorporated where possible.
b) Street guiding is required for ease of locating all library buildings. Ideally this will be from town / village centres and local transport links
c) Adequate signing for all library buildings will be well placed and well-lit with clear script and contrasting colours and background, to include links to opening hours information.
d) Level access from the approaches and within the demise of the library to allow free and unobstructed passage for wheelchairs and pushchairs
e) Entrance access to be ramped with rails where appropriate. Steps where provided to be low and deep with the edges highlighted and handrails to be provided.
f) Doors should be automatic and main entrance doors should be double doors or wide enough for double pushchair or wheelchair access. They should be glazed or partially glazed especially if outward opening. Spring closures should be avoided where possible and only delayed action type should be used. Minimum pressure should be required to open and close any manual doors and thresholds should allow unassisted access by wheelchairs.
g) Lobbies inside an entrance door should provide sufficient turning space for wheelchairs and pushchairs and any mats should fit into a well and be flush with the floor.
h) Lifts should be provided in all buildings where there is more than one floor level and should allow independent use by wheelchair users. Sufficient turning space and mirrors for reverse exits must be allowed where it is not possible to turn in the lift or dual doors are not feasible.
i) Corridors and passageways should be sufficiently wide to allow wheelchair access and where possible to allow pedestrian passing of wheelchairs. Seats or perching areas should be provided if the corridor is longer than 10 metres
j) Non-slip flooring should be used in all areas. Short pile carpeting should always be used with anti-static properties.

k) Lighting design should allow as much natural light as possible and where artificial lighting is used it should be to a level of 300-500 lux. Lighting should be positioned to avoid shadows falling on shelves or dazzling customers when browsing, and glare on computer equipment from all sources is to be avoided. Areas of poor natural light should be given types of lighting that mimic natural light where possible.   Poorly lit areas should have large areas of wall covered in light, reflective colours and ceilings should be covered in light, reflective colours to maximise the light available.

l) At least one computer space per static library should be large enough to accommodate a user plus carer

4.6.4 Furniture and equipment standards

a) There should be access for wheelchair users both as visitors and staff.

b) There should be no shadowed areas, which impedes lip reading. Hearing loops should be included.

c) Internal signs should be of a professional standard with no handwritten notices. Signage and notices must be in the 'house' style. They should be at eye level with easy access for close viewing. Glare should be minimised. A clear plan of the building, stock and services should be prominently displayed and symbols should be used where possible.

d) Equipment must be safely housed at an appropriate height with no trailing wires. Reading tables should be provided to suit the height of the chairs provided whilst being appropriate for wheelchair users. Wheelchair spaces [900mm x 1400mm] should be allowed for at tables and computers. A variety of seats should be provided at a range of heights with and without arm rests and they must be stable, clean and in good repair. Suitable seating should be provided for computer use in the appropriate areas. Perching seats should be available where people may have to wait, and where there are separate floors additional seating should be provided.

e) Shelving should be no higher than 1500mm from floor level and no lower than 250mm from floor level, especially for Large Print stock, except for the children's area. Here shelves should be no higher than 1200mm from floor level for older children, 600mm for under 5's and no lower than 250mm from floor level. There should be space around shelving and desks sufficient to allow wheelchair and pushchair access, with no protruding feet into the aisles. Where format is appropriate Audio Visual stock should be displayed on shelving as above. Some formats may need to be shelved on tiered display units, in such cases the maximum / minimum heights should be as for books but the 'rake' of the shelving from front to back should be no more than 600mm.

f) Toilet facilities, where provided, should be accessible to all and this should include provision for assisted transfers and emergency help. Nappy changing facilities should be provided with access for men and women.

4.6.5 Staffing standards

a) The training plan will include customer care and related training on an ongoing basis to ensure that new and existing members of staff have the skills they need.

b) Disability awareness training will also be made available for staff

4.5.6 Space standard

The net floor space in square metre per 1,000 population of the library buildings to which the general public shall have access to shall be at least 23 square metres per 1,000 population, subject to an absolute minimum of 200 square metres.

4.6.7 Opening hours policy

a) Length of opening hours are dependent on the size of the library and are intended to reflect local needs and interests whilst maintaining the widest possible access by the whole community. Currently Maidenhead, Windsor and Ascot libraries open across 7 days per week and only close on bank holidays.

b) Opening hours are reviewed on a regular basis to ensure that they continue to meet the needs of the community. Library closures for whatever reason should be kept to a minimum, as should cancellation of Select and Deliver provision.

4.6.8 ICT (Information and Communications) access policy

a) Access to ICT is fundamental in promoting equal opportunities of access to information and services. Libraries should be a major vehicle for providing affordable access to ICT.

b) One of the main aims of the Library Transformation Strategy is to increase access for customers and staff to information and services through the use of ICT and to bridge the gap between the information rich and the information poor. Public Internet use in all borough libraries is governed by the Public Internet Access acceptable use agreement. The library service also aims to maximise the benefits of ICT in enabling access for disabled users to library facilities, as well as those affected by sensory, intellectual and cultural access barriers. Appropriate means of accessing ICT for these users is provided at all service points.

c) Catalogues and key documents should be available on-line via the Internet. The library service is accessible outside opening hours through the library website. This provides the opportunity to check the library catalogue, join the library, renew items, make reservations, check borrowing details and be informed of events, activities and other library information online.

d) Library members can also access a range of electronic information resources provided through the library web pages from reference tools and films to newspapers and music.

4.6.9 Physical access policy

It is important that library buildings are easily accessible and have a welcoming, professional image. Clear external and internal signs and guiding, facilitating self-help are essential, together with appropriate furniture, lighting and equipment. The library service is also required to meet all relevant legislation requirements including health and safety standards, Equalities Act 2010 provisions and section M of the building regulations.

4.6.10 Access to Stock and Services

a) Libraries provide a unique mix of resources and services - they are a community resource, giving local access to networks but global reach to knowledge and opportunities to extend horizons.

b) The Library Service will ensure that people who have difficulty using facilities are not financially penalised or otherwise disadvantaged and that the service is accessible to the low paid, unemployed and other excluded groups. Information about services should be available and should increase public awareness and promote a positive image of the service. The Accessibility Library card scheme ensures that customers with special needs such as Dementia and Autism are able to use the library service

as much as possible. This includes longer loan periods and access times with staff available to assist outside of normal opening hours.

4.6.11 Access to Staff

Staff and volunteers will provide help and support in a non-judgemental way and will be trained in all aspects of customer care to ensure equality of treatment. All staff will be proficient in using relevant ICT programmes so that they can confidently use and help customers to use the ICT and Internet facilities.

<u>4.7 Physical Presentation</u>

4.7.1 Background
It is important that the physical presentation of a service point, the stock, staff and equipment should create a welcoming and professional image so that customers from all sectors of the community should feel comfortable and at ease.   Services must appear friendly but also professional, clearly indicating the range of services available.   Consistency in image across all service points is essential.

4.7.2 External appearance
    a) The exterior of service points is a crucial factor in affecting the impression of services and in influencing new customers. It is important that all external parts of service points should be kept clean, tidy and in good repair.
    b) All Health and Safety standards are to be met.
    c) Absence of rubbish
    d) Absence of graffiti or other defacements
    e) Fabric of buildings kept in good repair [eg window frames, steps]
    f) Windows clean
    g) Grounds well maintained with grass cut, hedges clipped etc.
    h) Container to be regularly washed
    i) It is essential that public buildings should be accessible to all as required by the Equalities Act 2010. These aspects are covered in the Access Policy but it is important to note that visual factors will affect how accessible the building appears to customers.
    j) The view through windows into the interior of the building is also crucial as this represents an advertisement for the service even when service points are closed. Areas on view may include public areas and staff work rooms and rest rooms.
    k) Care must be taken to ensure that shelves and counters are left as tidy as possible on closing. Staff and work areas must appear well organised , with washing up and food cleared away. Curtains and blinds should be neatly arranged and plants well cared for.
    l) External signs and guiding are essential if customers are to be able to locate service points easily. Ideally there should be guiding in place for library buildings from town/village centres, local transport links and car parks. The library building itself must be adequately signed.

4.7.3 Internal appearance
    a) The interior of the service point should appear as attractive, welcoming and tidy as possible. It should not appear cluttered and there should be space around shelving and furniture in order to ensure ease of access.
    b) The interior of the building should be in good decorative order. Carpets should not be worn or damaged in such a manner to look unsightly or cause a hazard.
    c) The inside of the building must be kept clean with floor coverings cleaned / vacuumed, shelves dusted etc.
    d) Levels of lighting are described in the Access Policy
    e) Furniture and equipment must be kept clean [with no stains or graffiti] and in a good state of repair so that it is safe to use. Furniture and equipment should be adequate

and appropriate for the purpose for which it is intended. Where possible furniture should be coordinated with and in style with other furnishings.

f) Shelving should conform to the Access Policy and standards. Books and other items should be shelved upright with face-on display used as much as possible.

g) Equipment must be suitably and safely housed and, if available for public use, with easy to understand instructions made readily available.

h) Seating should conform to the Access Policy.

4.7.4 Signs and guiding

a) Ample, clear, attractive and informative guiding is essential if customers are to be able to use stock and services effectively.

b) Guiding must be of a professional standard with no hand written signs.

c) It is essential that all basic services should be clearly marked. Any charges relating to services must also be clearly displayed.

d) The house style must be adhered to

4.7.5 Staff pods and enquiry desks

a) Surfaces of pods and enquiry desks should be clean, tidy and uncluttered.

b) An appropriate balance should be maintained between allowing the maximum space possible for interaction with customers and allowing enough space for the necessary tools and equipment for the job. This is to ensure that customers do not feel there is a barrier between them and staff.

c) Pods and enquiry desks must appear well organised, including any shelving or storage space behind them. Storage should not be allowed to overflow into public areas and Health and safety requirements must be observed at all times.

4.7.6 Notices and posters

a) Notices should only be affixed to boards and surfaces specifically designed for this purpose.

b) 'What's On' folders should be available for information that it is not possible to display.

c) All notices displayed on behalf of the service must be printed in the house style. No notices handwritten by staff may be used.

d) Signs professionally mounted on windows to be seen from outside should relate only to services offered within that service point. They must be replaced when faded.

e) Out of date notices must not be displayed. Those which do not refer to any particular event should be dated on receipt so that it is possible to rotate displays effectively. [See the Displays and Exhibitions Policy for priorities on which notices to display.]

4.7.7 Leaflets

a) Leaflets should always be displayed in purpose made racks, which ensure they do not slide down or flop forward.

b) Where there is space for a range of leaflets to be displayed, these should be organised into categories and, if possible the racks labelled accordingly.

c) Leaflets must not be left in piles on flat surfaces.

d) Racks should be checked regularly to ensure that out of date or tatty items are replaced and displays are refreshed.

e) Different leaflets should not be "displayed" in the same "pocket" of a rack. [See Displays and exhibitions Policy for priorities on which leaflets to display.]

4.7.8 Dress and personal appearance

a) The personal appearance of staff is an important factor in conveying a suitable impression of the service to customers. They should, therefore, appear smart and well-groomed at all times, bearing in mind that they should present a friendly and approachable image to all sectors of the public.

b) Clothing which is designed primarily for sports or casual wear is not suitable for work eg track suits, trainers, T-shirts, sweat shirts, blue jeans or other clothing with logos [except those designed specifically for the service.]

c) Health and safety aspects should also be considered as each employee has a responsibility under the Health and Safety at Work Act 1974 'to take reasonable care for the health and safety of himself/herself and of other persons'. For this reason, flip-flops, bare feet and open shoes are not permitted.

d) It is helpful for customers and other members of staff, if all staff are readily identifiable as such and also named for ease of reference. For this reason staff should wear name badges in the corporate style. These should be worn so that customers can see them easily, even if working behind a desk or counter. Volunteers should also wear a corporate badge or lanyard.

e) Staff involved in work not directly dealing with members of the public should remember that they may be called upon unexpectedly for counter or enquiry desk duty, or simply to walk through public areas. The above guidelines are, therefore, equally applicable.

f) There may be occasions or situations when staff reasonably need to wear clothing which is not according to this standard. Managers must use their discretion in these circumstances and advise staff accordingly. Examples of such situations may include extremely hot or cold conditions or when a service point is closed for relocation or stock move requiring a variation to normal duties.

g) It is impossible to give close guidance regarding dress as this is a subjective issue which is also affected by fashions and the demands of varying work situations. There is also a benefit in reflecting all styles and types of dress adopted by the full range of our customers, in order to make them feel welcome, and recognise an affinity with some of our staff. This part of the standard should be regarded as a guide for managers in order for them to assess and agree with their staff what is acceptable.

h) The following items are given as a guide to items which would be considered unsuitable:

- o Torn, patched or dishevelled clothing
- o Dirty or stained items

- o Blue or faded Jeans
- o Leggings
- o Jogging bottoms and track suits
- o Clothes with slogans
- o Very tight or revealing clothing eg short skirts, low cut or cropped tops, see-through items, strapless tops or dresses, vests.
- o Shorts [unless long and tailored]
- o Also considered unacceptable would be anything, which, in the opinion of the local line manager, contributes to a deliberately conspicuous or shocking appearance.

<u>4.8 Public Computers, Wifi and Internet Access</u>

4.8.1 Background
The Library Services provides public access to computers, Wi-Fi, the Internet and Microsoft Office software for library customers as part of its role to provide access to cultural, leisure, information and educational resources.

4.8.2 Access and Charges
   a) Users can use the Adult public computers in libraries to access the Internet including web-based email services, and Microsoft Office. There may be variable charges.
   b) There are designated Children's computers in most Royal Borough of Windsor and Maidenhead libraries where games, selected Internet sites and Microsoft Office software are available for children to use without any charge or time limit. There are also computers available to view the online library catalogue free of charge.
   c) There is at least one computer labelled 'Accessible PC' at each library with assistive technology incorporating text-to-speech software and screen magnification to help the visually impaired.
   d) There are scanning facilities at all static libraries.
   e) There are restrictions for using the adult public library computers which are based on the age of the user:
       i.   Anyone aged 12 and above has direct access without staff intervention.
       ii. Children aged 11 and under may only access the adult public computers with their parent or guardian present using the parent's library card, to ensure supervised use and prevent access to inappropriate material based on individual choice. Selected Internet sites and Microsoft Office applications are available for children to use without any time limit on designated Children's PCs.
   f) Charges vary according to the category of users. Library members who are aged between 12-17 get free access, in sessions of 45 minutes. These sessions can be extended depending on availability. Library members with Advantage cards get 45 minutes free per day and are then charged at the same rate as non-Advantage card library members for additional time. The current charges can be viewed at: https://www.rbwm.gov.uk/home/leisure-and-culture/libraries/libraries-price-list/computers-and-it-services-prices
   g) All computer sessions will end 15 minutes before the library closing time.
   h) If you are late, your booking will be held for 10 minutes.
   i) There are charges for printouts made from the public computers. The current charges can be viewed at: https://www.rbwm.gov.uk/home/leisure-and-culture/libraries/libraries-price-list/computers-and-it-services-prices
   j) With the 'Free Access' or 'Free Use' link there is free use of Microsoft Office software. Free Access and Microsoft Office via the 'Free Access' link are limited to 60 minutes per session, but sessions can be extended subject to availability.

4.8.3 Safety and Security
   a) Read the UK Safer Internet Centre advice and tips for Parents and Carers and visit the BBC's Own It website to help keep your child safe online.
   b) There are restrictions for using the adult public library computers which are based on the age of the user, as detailed above
   c) Customers should never reveal their username and password for any e-mail or other online services accessed over the Internet, as the individual will be responsible for any misuse of the service that occurs through their account. Similarly, customers

should not try to log on to any service with another person's details or use someone else's library card.

d) Online financial transactions (banking, shopping, travel, eBay, PayPal and so on) should be conducted over secure connections – look out for the secure padlock icon in the task bar; or make sure that the web address starts with https:// instead of just http://

e) If customers choose to undertake online financial transactions over the Internet by credit or debit cards, they do so entirely at their own risk. The Royal Borough of Windsor and Maidenhead accepts no responsibility for any financial or commercial transactions undertaken whilst using library computers.

f) Please be aware that subscribing to websites and entering or broadcasting personal or private details over the Internet may lead to receiving unwanted mail or attention. Always be sure to read the terms and conditions attached to any website before subscribing.

g) Always remember to logout after your session. All data on the PC is wiped once you have logged out and you are not able to go back and access this data once the session has ended.

h) The Royal Borough of Windsor and Maidenhead recognises that the Internet is also potentially open to misuse and abuse, and that legitimate users should be protected from illegal and offensive materials. Safe use of the Internet is the responsibility of both the library service and customers. The Library Service will, where possible, attempt to restrict access to illegal and offensive materials on the Internet by the means laid out below:

   i. Filtering software is used on all computers to block access to illegal and offensive material only. However, the Royal Borough of Windsor and Maidenhead recognises that such software can never be 100% effective.

   ii. A process to adjust the filtering for individual sites based on staff and customer feedback exists. In cases where the content of a web page is thought inappropriate, staff will pass details onto the Library Management Team who in consultation with Corporate IT will reach a final decision. If you find a website that has been inappropriately blocked you may request that the site be made available, although the Library Management Team and/or Corporate IT reserves the right to continue blocking any site considered to be inappropriate for public access.

i) By using the Internet on a library computer, you are accepting the terms of the Library Public Computer Service User Agreement (see 6.3) and you are accepting personal responsibility for any potentially offensive material that you or your children may accidentally or deliberately view.

j) Where necessary the Royal Borough of Windsor and Maidenhead may share computer usage history with the police, probation service or security services when lawfully required to do so.

4.8.4 Using the Wi-Fi Facilities

a) Our free Wi-Fi service operates in all libraries

b) The public Wi-Fi network is secured, and information transmitted is encrypted but there is a risk that it may be intercepted by others. By using it you are agreeing to abide by the terms and conditions of our Wi-Fi Acceptable User Policy (6.2)

4.8.5 Misuse

a) Where we have reason to believe that the acceptable use agreement is being broken, Internet access may be monitored. We reserve the right to withdraw the service from anyone found infringing the Library Public Computer Service User Agreement or Wi-Fi Acceptable User Policy.

b) Time allocations are not transferable when using the public computers and other timed services. Customers who use other members' time allocations, (including using the time allocations of other family members), or allow other customers to use theirs, are liable to be suspended from using the service.

c) Some online activities (e.g. game playing) can seriously affect the ability of the network to deliver other services. We reserve the right to restrict access to such services.

4.8.6 Service development

a) The Internet is a constantly changing and developing environment, and the Library Service is committed to monitoring and developing services to reflect this.

b) This policy shall be reviewed regularly to ensure that it remains relevant.

4.9.1 Background

This policy covers the handling of and access to stock and information at all Library and Resident Service points. The Library Service is part of the Royal Borough's contribution to the well-being of the individual through the encouragement of self-development, assistance to both formal and informal educational development, and support of the cultural, social, leisure, business and commercial activities of the community.

The Library Service exists to provide access to resources, both stock and information, for everyone on an equal and fair basis. The resources provided should allow the maximum freedom of choice representing all shades of opinion.

The Library Service should be multi-cultural in the broadest sense, providing resources for all cultural groups throughout the borough, including those groups whose ancestral language and lifestyle are not predominantly English. Access to these resources may be from current Library holdings or via the South East Library Management System (SELMS) consortium. Access to resources should be provided irrespective of race, religion, age, sex, sexual orientation, gender reassignment, disability and social class.

4.9.2 Objectives
   a) To offer all our customers scope and opportunity for self-development, bridging the gap between the information rich and the information poor
   b) To support education both formally & informally by providing resources and information for lifelong learning
   c) To contribute towards intellectual, emotional, psychological and social development
   d) To communicate the pleasure and enjoyment that reading can bring
   e) To provide for information needs, including support for both formal and continuing education
   f) To develop the use and understanding of language
   g) To prepare children and adults to become lifelong readers
   h) To reflect values and experiences in the context of multi-cultural Britain and the wider world
   i) To help people understand and respect their own and others' cultural heritage
   j) To enlarge and enrich the mind and imagination

4.9.3 Access to Stock
   a) Resources may be provided, as appropriate, by acquisition of stock as part of the holdings of the Library Service or loan of stock from other library authorities (SELMS)
   b) Stock is acquired with the intention of making it easily available. Closed access (Reserve Stock) will only operate where physical conditions impose restrictions on space, or items are of a rare or valuable nature. Most stock will be available for loan to customers, but occasionally use may be restricted to library premises.
   c) Materials for children are provided in separate areas within service points, but young people increasingly require access to resources held in general areas of libraries. These separate areas cater for customers up to 11 years of age and are stocked

accordingly. A public library is not the only source of material for children and as such they may also have access to materials and media on an adult level at home and elsewhere. The responsibility for a child's or young person's access to, and use of, various media remains with the parent or guardian. Staff, while taking sensible care, are not held to serve "in loco parentis".

    d) Lending books, including those provided electronically online, will be issued free of charge to customers for a set loan period. Items that may incur a hire charge include books included as part of a mixed media format, eg books plus disc, DVDs and Audiobooks

    e) All items that are loaned, whether free or chargeable, will be liable for overdue charges. It is the customer's responsibility to return or renew items in a timely fashion to avoid accruing charges. Digital items for loan automatically return after the due date expires.

4.9.4 Requests & Reservations
    a) Requests & reservations for items are an indicator of level of demand. However, the physical stock being held at libraries may become unbalanced if acquisition patterns automatically follow these levels.

    b) All physical lendable items on the catalogue can be reserved and sent to any library in the Borough for a customer to collect. Items will be kept at the collection library for up to 2 weeks for the customer to collect.

    c) Requests for physical items not in stock will be fulfilled using the most appropriate method of acquisition. Methods available are: consider for purchase, via SELMS libraries consortium, or via ILLs from other library authorities and organisations. These request options will carry a charge to cover expenses.

    d) Customers can reserve and request eBooks via the library audio and eBook provider websites.

    e) When considering purchasing a requested item, physical or electronic, normal selection criteria will apply.

4.9.5 Catalogue
The library catalogue is an accurate record of acquisitions of both physical and electronic items. It shows items that are at all the Royal Borough of Windsor and Maidenhead Libraries, their status (on loan, missing, etc.) and any items on order which are intended for stock. The catalogue can be accessed anytime online (excluding maintenance/downtime periods) as well as in all libraries, either via internet computers, catalogue computers or through staff computers. It can be used by any customer to search, reserve or renew items (physical and electronic).

4.9.6 Stock Provision
All static libraries will stock the following physical items:
- Adult Fiction books
- Popular Adult Non-Fiction books
- Children's books, including picture & board books
- Large Print books
- Audiobooks

Library customers will additionally have access to a range of online resources and eBooks (Adult Fiction, popular Adult Non-Fiction, Children's, Periodicals) through the Borough's website at any time (excluding maintenance/downtime periods). A valid Royal Borough library card and PIN will be required to access some services.

The main libraries (Windsor, Maidenhead and Ascot) will additionally stock a wider range of Adult Non-Fiction stock. They will also hold local studies collections (which includes a selection of lendable items) and books in foreign languages.

4.9.7 Stock Promotion
The Library Service will promote its stock to library customers and to the wider public in order to:
- Encourage and enhance reading
- Encourage library membership and use
- Provide information and guidance to customers
- Encourage exploration of information sources

Stock will be tidy, organised and clearly labelled to help customers find what they require. Face on displays will be used where possible to interest and encourage the borrowing of a range of items. These displays will be changed regularly to maintain a fresh look and customer engagement.

4.9.8 Stock Management
Good stock management is essential to create space for new materials, enables stock to be replaced quickly and easily by staff and enhances the presentation of stock. This ongoing process helps to improve performance of visits to libraries and stock issues.
 Stock may be withdrawn for a variety of reasons:
a) Poor physical condition and beyond reasonable repair. An item will be considered for reordering if demand is present, and it is available to buy
b) Low use. If it is a specialist or valuable item it may be transferred to Reserve stock
c) Excess stock for demand. If in good condition an item may be considered for transfer to another library, if demand is present
d) Excess stock for a low use subject
e) An item contains out of date or inaccurate information
f) An item is superseded by a newer edition

4.9.9 Disposal of Stock
Stock that has been selected for withdrawal, including donations that do not meet selection criteria, will be considered for sale in libraries. Items that are not sold will be sent to external companies for an agreed price. On occasion items may be donated to charity following approval by a member of the Management Team. It is not possible to withdraw an item from stock for sale on request.

4.9.10 Censorship
a) Acting as censor is not an appropriate role for a public library authority; the only relevant test is the law of the land. Some published material may cause offence to some customers because of its religious, political or moral viewpoint, or because of

the inclusion of alternative or controversial knowledge. If material is lawfully published, no matter the format, then it should be assessed under the normal selection criteria. This approach is relevant to all forms of access whether stock is being considered for purchase or information being accessed via the Internet.

b) The function of a library service is to provide, so far as resources allow, all books, periodicals, etc. other than the trivial, in which its readers claim legitimate interest. In determining what a legitimate interest is the librarian can safely rely upon one guide only - the law of the land. If the publication of such matter has not incurred penalties under the law it should not be excluded from libraries on any moral, political, religious or racial ground alone, to satisfy any sectional interest. The public are entitled to rely upon libraries for access to information and enlightenment upon every field of human experience and activity. Those who provide library services should not restrict this access except by standards which are endorsed by law.

c) We will not add, or remove, any items from our shelves solely at the request of an individual or group although we are always pleased to receive suggestions for items to add to stock. The stock will therefore reflect different shades of opinion. Publications which are legally available will not be excluded simply because they are controversial, each will be evaluated and judged by the librarians who select the stock

4.9.11 Donations
a) The Library Service is often asked to accept donations of materials from organisations and members of the public. Donations are not encouraged as the cataloguing and curation of the items generate additional costs over and above those of items supplied by the contracted supplier. If a donation is accepted due to exceptional circumstances the donor will be given a letter acknowledging their donation and outlining the possible use of the items. At this stage they become the property of the Library Service and may be utilised in the most appropriate manner. Items may only be added to stock if they meet the standards of normal selection criteria and the costs involved are commiserate with the value of the item.

b) Gifts of expensive material or of a rare nature may be subject to special conditions or arrangements which will be agreed by the Service Lead.

5. Conditions of Use

5.1 Terms and Conditions

5.1.1 Joining the Library
   a) By completing your e-mail details, we assume you are willing to be contacted by this method for delivery of notices regarding your account.
   b) Your library card is issued subject to Library Byelaws. Signing your library card means you are responsible for returning borrowed items and paying for any charges relating to your account or the account you are acting as guarantor for.
   c) The Library Byelaws can be viewed here: Library policies | Royal Borough of Windsor and Maidenhead (rbwm.gov.uk)

5.1.2 Borrowing items
   a) Books are free to borrow and there is a charge to borrow most audio visual items. The majority of items are loaned for 3 weeks.
   b) If you show your Advantage card, you will get automatic discounts every time you borrow certain items from your library. Please see our charges for details of these discounts here: Libraries : Price list | Royal Borough of Windsor and Maidenhead (rbwm.gov.uk)
   c) There is a charge for returning items late and you may incur replacement costs if borrowed items, or your library card, are lost, stolen or damaged.

5.1.3 Renewing items
Items can be renewed 24-hours a day via https://rbwm.spydus.co.uk or at your local library during opening hours. In most cases, items can be renewed four times. Please be aware that audio visual items will incur a repeat loan charge. Items requested by other customers may be subject to renewal limits.

5.1.4 Using library computers, laptops, and USB devices
   a) Adult library members whose records have been updated to reflect that they have an Advantage card are entitled to 45 minutes free use of the Internet every day. Further use is charged for every additional period of 30 minutes. Adult library members without an Advantage card and visitors using library computers will be charged for each 30 minute period.
   b) 12 -17 year old library members are entitled to 45 minutes free use of the Internet every day. Further use is free for every additional period of 30 minutes.
   c) Children aged 11 and under may only access the Internet with their parent or carer present using that adult's library card.
   d) Charged sessions are unable to be extended. A new booking for a new session will need to be made to continue using the computer. Extended use of computers is dependent on demand.
   e) When using library computers, unused minutes cannot be carried forward or refunded.

f) Laptops, digital cameras, memory sticks and other USB equipment can be used in the library as long as conditions of use are adhered to.

g) The Royal Borough of Windsor and Maidenhead is part of the SELMS consortium. Your borrower record will be held on a shared database but your details will only be available to staff in another authority if you choose to borrow or reserve items from that authority. All personal data is held strictly in accordance with the requirements of current Data Protection legislation. If you would like more information please see our privacy policy at: Privacy notices | Royal Borough of Windsor and Maidenhead (rbwm.gov.uk)

<u>5.2 Wifi Acceptable Use Agreement</u>

By using Royal Borough of Windsor and Maidenhead Library and Resident Services Wi-Fi service, you agree to abide by the terms and conditions of our Acceptable Use Policy.

Acceptable Use Policy

a) Our Wi-Fi service is available at all libraries.
b) The Library Service cannot guarantee availability or compatibility with all equipment and hardware used with our Wi-Fi service.
c) Our Wi-Fi network is secured, information transmitted is encrypted but there is a risk that it may be intercepted by others.
d) Printing is not available using the Wi-Fi service but is available using the library computers.
e) For more information about online security, go to www.getsafeonline.org
f) Library staff are not trained to provide specific Wi-Fi technical assistance to customers. They will not configure your equipment or wireless adapter.

Your responsibilities:

1. You are responsible for the safety of the electronic equipment you use to access the Wi-Fi service.
2. You must ensure that cables do not cause a safety hazard.
3. You are responsible for the privacy or security of your activities when using the public Wi-Fi service. The Royal Borough of Windsor and Maidenhead cannot be held responsible for the privacy or security of your activities.
4. It is your responsibility to provide antivirus protection for your equipment. The Royal Borough of Windsor and Maidenhead cannot accept responsibility for damage incurred to your equipment or hardware through your failure to protect it through appropriate software or by incomplete security settings.
5. It is your responsibility that you take great care when transmitting financial, private or confidential information such as credit card details over the Internet. The Royal Borough of Windsor and Maidenhead cannot be held responsible for any losses resulting from sending confidential information via the Internet.
6. You are responsible for the accuracy, validity or legality of any information you make available over the Internet.
7. You are responsible for not infringing any of the copyright regulations that apply to Internet web pages. Many of the pages on the Internet are subject to copyright. Visit www.cilip.org.uk/copying for further information about copyright.
8. Use of this service is entirely at your own risk.

Royal Borough of Windsor and Maidenhead responsibilities:

1. The Royal Borough of Windsor and Maidenhead has a duty to protect you from illegal or inappropriate material held on the Internet. We block some web sites using filtering software, but this software may not always be able to prevent access to such material.
2. If you find a web site that has been inappropriately blocked you may request that the site be made available, although the Royal Borough of Windsor and Maidenhead reserves the right to block any site considered to be inappropriate for public access. If you find a web site which you think is unsuitable, please report this to a member of Library Service staff.
3. The Royal Borough of Windsor and Maidenhead is not responsible for equipment or

the security of data resulting from connection to Wi-Fi.

4. The Royal Borough of Windsor and Maidenhead will not accept liability for any loss or damage that may arise from use of this Wi-Fi service.
5. The Royal Borough of Windsor and Maidenhead cannot guarantee response times or the availability of any web site.
6. The Royal Borough of Windsor and Maidenhead is responsible for monitoring use of the Wi-Fi service, including web sites visited. Log files of browsing activity are retained for 1 year. As providers of an internet service we are responsible for responding to any official request from the police and for complying with current data protection legislation.
7. If you infringe these regulations relating to the use of the Wi-Fi access your right to use this service may be withdrawn.

<u>5.3 Public Computer Acceptable Use Agreement</u>

By using this service you are agreeing to these terms and conditions

You must read and accept the following terms and conditions before you can use this computer. Failure to comply will result in removal of computer access.

Children under 12 are only allowed access to this computer if accompanied by a parent/guardian or carer over the age of 18. Customers aged 12 or above have full access to the Internet.

I will:
1. be fully responsible for all activities and communications that take place during my computer session.
2. respect the privacy and sensibilities of other library users.
3. save documents and information only to USB memory sticks or the D: Drive. Any USBs left in computers will be kept by staff for 1 month. After this the USB will be destroyed securely.
4. use the computer only within the time that has been allocated to me.
5. pay for any printing costs incurred.
6. agree to my Internet use being recorded for my protection and that of other users. An investigation will take place if I am reasonably suspected of misusing any of these facilities; and, if misuse is proved, penalties will range from the loss of library facilities and services to criminal proceedings.
7. accept that my session will end 15 minutes before closing time.

I will not:
1. tamper with computer hardware or attempt to install or download software including viruses onto library computers.
2. seek to gain unauthorised access to computer systems or information ("hacking").
3. try to access pornographic material.
4. try to access materials of religious hatred.
5. try to access material inciting acts of violence.
6. view, download, copy or transmit any material, which is illegal or may reasonably be viewed as offensive
7. cause noise, or display text or graphics that may be reasonably viewed as obscene or offensive.
8. use the computer with the intention of profit making, including advertising, commercial email ("spamming"), and chain letters.
9. use the computer for the purpose of libel, slander or harassment, or for sending material likely to cause offence or inconvenience.
10. violate copyright or software licence agreement

a) The Royal Borough of Windsor and Maidenhead uses a virus checker on the public computers, however the council cannot accept any responsibility for ensuring that no viruses are present and cannot be held liable for any damage caused as a result of viruses.

b) The Royal Borough of Windsor and Maidenhead accepts no responsibility for the quality, accuracy or availability of information for any services accessed via the internet.

c) The Royal Borough of Windsor and Maidenhead assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using our computer facilities.

d) Where necessary the Royal Borough of Windsor and Maidenhead may share computer usage history with the police, probation service or security services when lawfully required to do so.

e) **Staff can discontinue any session if they consider the material being viewed contravenes these conditions and senior staff may prohibit further use at their discretion. The Royal Borough of Windsor and Maidenhead reserves the right to pursue legal action concerning any breach of this Acceptable Use Agreement.**