ADULT & COMMUNITY SERVICES DIRECTORATE
BRIEFING NOTE

PREPARED FOR:	XUMT		
CONTACT OFFICER:	Angela Gallacher	TEL NO	01628 685641
UNIT:	LAHS	DATE	02/10/2014
SUBJECT:	LAHS Policies Update		

Background:
- All LAHS policies have been reviewed and updated
- This is a regular process and the next scheduled review will be in 2017

Discussion:
The main changes are as follows:
- The previously use Service format has been replaced with the new standardised Borough format
- Reference to Museum and Heritage teams is now included where relevant in all policies
- If the Borough already has a policy that covers a topic then the LAHS policy has either been done away with or the Borough's Policy is referred to in the Service's policy
- All policies have been reviewed to ensure clarity of language
- The Enquiries Standard and Stock Policy have been updated and made more concise
- The "Public Computers and Internet Access Policy" has been updated to include new developments such as Wifi
- The updated policies will be published on the borough website once approved

Option/s:
Accept the LAHS policies
Amend the LAHS policies
Reject the LAHS policies

Recommendation:
Accept the new LAHS policies

Background papers:

access a1.doc   Child Safety C3.doc   Complaints C1.doc   Customer Care C2.doc   Displays D1.doc   Enquiries E1.doc

Physical presentation P1.doc   Public Computers, WiFi & Internet Acces   Reservations and Requests R1.doc   Stock and Information Policy S1.

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Royal Borough of Windsor and Maidenhead   A1

Adult and Community Services
Libraries Arts and Heritage Service (LAHS)

POLICIES AND STANDARDS

A1

ACCESS POLICY

This policy is applicable to RBWM LAHS

CONTENTS

REVISION RECORD

Date	Version	Revision description
May 2002	1	Issued
Oct 2005	2	Reviewed
Aug 2013	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed

1. TITLE

Access Policy

2. POLICY STATEMENT

As a library authority, LAHS has a statutory duty under the 1964 Public Libraries and Museums Act to provide a public library service and to ensure that it is 'comprehensive and efficient' as defined in the document, *Comprehensive, Efficient and Modern Public Libraries*[1]

3. PURPOSE

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

4. SCOPE

4.1 Location policy

Currently the 12 fixed site libraries and container service cover all the main centres of population in the Borough with the exception of the outlying villages in the Hurley & Walthams ward. The Mobile Library Service visits around 100 sites including residential settings. In addition volunteers deliver a housebound service to elderly or disabled people and young carers who might find it hard to get to a library.

The appropriateness of the mobile library routes are regularly reviewed to ensure that all rural populations and areas not within 20 minutes walking (1 mile) of a fixed site Library are provided with access to library facilities.

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[1] *Department of Culture, Media and Sport – February 2001*

5. OBJECTIVE

5.1. Location standards - based on the former Public Library Service Standards (PLSS)

- 100% of households to be within 2 miles of a public library

- 88% of households to be within 1 mile of a public library

- Communities with up to 1,000 people to be served at least by a mobile library

- All mobile routes to be reviewed annually

5.2. Opening hours standards
- Proportion of households living within a specified distance of a library set by the PLSS at 88% within one mile and 100% within 2 miles.
- Aggregate opening hours per 1000 population for all libraries to be 128. Proportion of aggregate opening hours that fall at weekends or outside 9am to 5pm on weekdays established at 30%.
- Communities with populations between 1,000 and 2,000 to be served by container libraries or static libraries open from 8 - 20 hours a week (Band D).
- Communities with populations between 2,000 and 5,000 to be served by static libraries open from 20 – 30 hours a week (Band C).
- Communities with a population of 5,000 or more to be served by a branch library open not less than 30 hours per week (Band B).
- Communities with a catchment area of more than 40,000 resident population to be served by a central library open not less than 45 hours a week (Band A).
- Proportion of planned time that service points were not available to visitors because of emergency closure of central and branch libraries and proportion of planned time that mobile service points were not available to visitors because mobile library visits/stops were missed or cancelled to be monitored.
- Opening hours to be reviewed every 2 years to consider usage, issues and alternative provisions

5.3. ICT standards (based on PLSS)
- 100% of static service points open more than 10 hours a week to have access to electronic information resources & be connected to the internet
- All libraries to have appropriate hardware and software to enable access for disabled users and currency of accessibility hardware and software to be reviewed every 2 years.

- The ability for customers to print from electronic sources and scan to create them should be included in the ICT provision.

5.4. Physical access standards

- Parking areas are required at all libraries with reserved parking for library users and mother and child/disabled parking to be incorporated where possible.
- Street guiding is required for ease of locating all library buildings. Ideally this will be from town/village centres/local transport links
- Adequate signing for all library buildings, well placed and well lit with clear script and contrasting colours and background to include opening hours information.
- Level access from the approaches and within the demise of the library to allow free and unobstructed passage for wheelchairs and pushchairs
- 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.
- 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.
- 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.
- 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.
- 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
- Non-slip flooring should be used in all areas with carpeting in public areas unless there is a wet play provision for the children's section when suitable linoleum or equivalent should be used. Short pile carpeting should always be used with anti-static properties.
- 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 ICT 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.

5.5. Furniture and equipment standards

- There should be access for wheelchair users both as visitors and staff.
- There should be no shadowed areas, which stop lip reading, and induction/infra red loops should be included.
- Internal signs should be of a professional standard with no hand written notices, and in the 'house' style. They should have contrasting lettering and backgrounds in lower case. They should be at eye level with easy access for close viewing and glare should be minimised. A clear plan of the building, stock and services should be prominently displayed and tactile signs and symbols should be used where appropriate.
- 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 PC's. 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 ICT 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.
- Shelving should be no higher than 1500mm from floor level and no lower than 250mm from floor level, especially for Large Print stock, with the exception of 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 A/V 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.
- WC 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. Sanitary disposal provision should be made in the ladies WC where there are separate facilities or near the nappy changing facilities where there is only one WC.
- Mobile and container libraries will have a separate specification drawn up when required to be replaced based on current best practice nationally and local need

5.6. Staffing standards

- 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.

5.7. 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.

6. POLICY DETAILS

6.1.   Opening hours policy

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 libraries close on bank holidays.

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 mobile library visits/stops.

6.2.   ICT access policy

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

One of the main aims of the Library Service's ICT strategy is to increase access for customer 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 RBWM 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, including those affected by sensory, intellectual and cultural access barriers as well as wheelchair users. Appropriate means of accessing ICT for these users is provided at all service points.

Catalogues and key documents should be available on-line via the Internet. The library service is accessible outside opening hours through the library web site. 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.

A 24-hour automated telephone renewals and information line should enable library members to renew items or access library information from anywhere and at any time.

Library members can also access a host of electronic information resources provided through the library web pages from basic reference tools to newspapers online.

6.3.   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, DDA provisions and section M of the building regulations.

6.4. Access to Stock and Services
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.

The LAHS 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

6.5. 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 and cultural awareness to ensure equality of treatment. All staff will be trained up to or proficient in using relevant ICT programmes so that they can confidently use, and help customers to use the ICT and Internet facilities.

Trained staff at officer level will be available in Maidenhead or Windsor libraries at all times when they are open. They will be available by phone to assist with enquiries at other libraries when necessary and will visit individual community libraries on a regular basis, providing help and assistance to customers and staff as necessary.

6.6. Space policy
Section 2.4 covering the physical access policy and standards sets out the detail of what is required in a static library and its environment. For these standards to be met, the space within a static library needs to be adequate to facilitate access for all. Mobile and container libraries will have a separate specification drawn up when required based on current best practice nationally and local need

6.7. Museum Access Policy
LAHS also covers the Windsor & Royal Borough Museum, the museum store, activities and museum outreach. There are no statutory obligations relating to hours or space, but there are published benchmark recommendations from the MLA which apply to museums
http://www.living-places.org.uk/fileadmin/user_upload/toolsguidance/Briefing_Paper_Planners.pdf

Opening hours will be clearly published. Physical access, and furniture standards will follow the policy above. Museum staff with detailed knowledge

to answer enquiries will be available during their limited working hours. Trained staff will be available at Maidenhead or Windsor Library when open, to answer broad enquiries relating to the museum at other times, or when the collection is closed, or staffed by volunteer stewards. Staff will be trained to the same customer service standard as the library staff.

7. ROLES AND RESPONSIBILITIES

Service Manager: Libraries
Service Manager: Arts and Heritage
Team Leader: Information & Digital Delivery
Team Leader: Outreach & Stock
Team Leader: Community Libraries
Are responsible for the implementation of this policy wihtn the relevant strands of the Service

8. MONITORING, EVALUATION AND REVIEW

Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards

9. DEFINITIONS AND ABBREVIATIONS

LAHS – Libraries Arts & Heritage Service

PLSS – Public Library Service Standards

MLA – Museum Libraries & Archives (former advisory body to central government, functions now carried out by Arts Council England)

10. ASSOCIATED DOCUMENTS

Royal Borough of Windsor and Maidenhead

Adult and Community Services
Libraries Arts and Heritage Service (LAHS)

POLICIES AND STANDARDS

Child Safety

This policy is applicable to RBWM LAHS

DOCUMENT CONTROL

Managed by:	Responsible position:	Version:
Mark Taylor	Angela Gallacher	4
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Contents

REVISION RECORD

Date	Version	Revision description
Nov 2006	1	Issued
Aug 2010	2	Reviewed
Nov 2013	3	Reviewed
Mar 2014	4	Reviewed

1. TITLE

Child Safety

2. POLICY STATEMENT

Child Safety in the Libraries Arts & Heritage Service:

Children are a valued group of customers and it is important that that they feel secure, comfortable and confident when using RBWM libraries and the Windsor & Royal Borough Museum, and that we provide safe community spaces.

3. PURPOSE

Under the Occupier's Liability Act (1957) it is our duty 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 we are required to take will be higher. 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.

4. SCOPE

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

5. OBJECTIVE

- Ensuring Child safety by determining supervision
- Clearly outlined safety policies for both the child and staff
- Making sure permission is always granted by parent for various uses of the library
- These apply to both the Libraries and the Museum

6. POLICY DETAILS

6.1. Children in the library or museum – supervision

Unsupervised children

Library and museum staff can never act in loco parentis. The library or museum is an open, public place and for this reason children should not be left unsupervised. Children under the age of 8 should always be accompanied by a parent/carer. If a parent is not supervising a child, first ask the parent to keep an eye on the child, or when the parent returns ask them in the future to keep an eye on their child. If necessary explain our policy.

6.1.1. 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 social services or the police. If the child is under 8 only let them go if you are certain the parent/carer allows it.

6.1.2. Unaccompanied children at closing time

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 call social services or the police. Never escort a child home yourself. If you do need to contact the parent/carer explain the library service policy on unsupervised children when they arrive to collect the child. Also complete an incident form and inform your line manager as soon as possible. If a parent repeatedly leaves a child unaccompanied at closing time then the library/museum supervisor should contact the parent and inform them of the policy.

6.1.3. Children over 8 years who should be at school

Children over 8 can visit the library alone, but this is unlikely during school hours. 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 by anything or anyone. If staff have concerns, then Education Welfare have suggested befriending the child or young person and contacting Education Welfare for further support on 01628 796585. Any problems to do with truancy will be for the school to address. If there are children who are behaving badly or inappropriately, then warnings should be given. In general, it is better that children who are not at school come to the library or museum rather than roam the streets, just as long as the library or museum environment is respected.

6.2. Safety Considerations

6.2.1. Safety Information for children

NSPCC and Childline details are prominently displayed in the library, and include information about 'stranger danger'. The RBWM LAHS Public Internet Access policy covers safe use of the Internet for all customers. Children under the age of 12 are only given access to specific selected internet sites. Children between the ages of 12 and14 are able to access the internet when their parent signs an internet permission form. Customers from 15 years old have full access to the internet.

6.2.2. Staff safety

Staff should ensure that they protect themselves in the following ways:

- Don't accompany a child to the toilet

- Don't initiate physical contact

- Don't allow a child to sit on your knee during story-time or other activities

6.2.3. 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. 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.

6.2.4. 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.

6.2.5. Taking Photographs

Permission is required from the parent for a child to be photographed by RBWM staff. The Library or the Museum staff have a permission form available. If the press attend parents can give permission by signing the box on the register where they indicate whether or not they are happy for their children to be in media photos.

6.2.6. Internet and People's network

Chat safe info should be readily available, and members of staff should be watchful and intervene if there is inappropriate behavior towards children in ICT areas. Staff should be familiar with the Public Internet Access policy and the information we have on the web pages accessed through the 'buttons' on the public PCs and in leaflets that are put out from time to time.

7. Events, Organised activities and Outreach

All RBWM LAHS activities for young people will be less than 2 hours. Ofsted inspection regime will therefore not apply although Ofsted guidelines have informed this policy

7.1. RBWM LAHS guidelines

- Parents should stay with young children and with children with extreme allergies or who are more likely to be at risk.
- For class or group visits the accompanying adults (teachers, for example) should remain with the group.
- When guests or volunteers run or assist with a session, they must be DBS checked.
- Children with disabilities will be actively encouraged to participate in activities and will not be discriminated against.
- Staff and volunteers must make themselves aware of first aid arrangements. If you use the first aid kit at a branch, leave a note for staff with what was taken out.
- Staff must wear their badges in order to be identifiable.
- Limit numbers that attend events based on the number of adults that will be present and the size of the venue.
- 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.
- If a child wishes to leave try to persuade them to stay until they are collected. If you feel, with good reason, that they will be in danger if you let them go you may restrain them but only use as much force as necessary and always in the presence of another member of staff.
- Events Registers should include an emergency contact number for the parent/carer. If children are left alone at the event (over 8s only) then keep a register of all children with parent's name and contact number and any known medical conditions (including what library or museum 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.
- Library/Museum 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.
- Staff undertaking outreach visits:
  The organisation being visited remains responsible for the children. Library/museum staff should not be left alone with the children. Staff must ensure that they are wearing a staff badge.

7.2. Bullying in the library or museum

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 and museums should be places where children feel safe.

7.3. Windsor & Royal Borough Museum and Activities

Access to the museum is designed to be family and child friendly. The policy above also applies to the museum and its outreach, to ensure that children remain safe, feel confident and invited. The above standards will also apply for visitors who are vulnerable adults, who may need additional support or help.

8. ROLES AND RESPONSIBILITIES

All library and museum staff and volunteers have been cleared through a DBS or enhanced DBS check.

Service Manager: Libraries
Service Manager: Arts and Heritage
Team Leader: Information & Digital Delivery
Team Leader: Outreach & Stock
Team Leader: Community Libraries
Are responsible for the implementation of this policy wihtn the relevant strands of the Service

9. MONITORING, EVALUATION AND REVIEW

Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards

9.1. Surveying and Consultation

Consultation is regularly 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.

In general permission is required when surveying children under 14 unless collecting only statistical data where individuals cannot be identified. 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. 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. 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.

10. DEFINITIONS AND ABBREVIATIONS

LAHS – Libraries Arts & Heritage Service

11. ASSOCIATED DOCUMENTS

Royal Borough of Windsor and Maidenhead

Adult and Community Services

Libraries Arts and Heritage Service (LAHS)

POLICIES AND STANDARDS

Complaints Policy and Procedure

This policy is applicable to RBWM LAHS

DOCUMENT CONTROL

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Mark Taylor	**Angela Gallacher**	4
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May 2002	1	Issued
Oct 2005	2	Reviewed
Aug 2013	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed

1. TITLE

Complaints Policy and Procedure

2. POLICY STATEMENT

This policy covers all complaints received by the Libraries, Arts and Heritage Service, whether received in person, by telephone, letter or email.

3. PURPOSE

Customer care is dealt with in the separate <u>Customer Care Standard.</u> <u>(Policies and Standards folder C2)</u>. The policy follows the principles and practices set out in the Royal Borough's <u>Complaints Policy and Procedure</u>, which will be implemented in full.

4. SCOPE

Each year LAHS receives around 160 comments from Customers on its services. LAHS welcomes comments on all aspects of service and policy

5. OBJECTIVE

When these comments include complaints they are seen as opportunities for the service to

- explain misunderstandings
- explain reasons
- put things right if a mistake has been made
- learn from our customers.

6. POLICY DETAILS

6.1. Complaints received in person

6.1.1 General

Complaints will always be taken seriously. Complaints are remedied as close to the service user as possible. It is important to put matters right as quickly as possible in a friendly, sympathetic manner. Staff should never argue with customers.

If the customer making the complaint is not immediately satisfied with the explanation given, he/she will be introduced to a senior member of staff who will endeavour to help further.

Complaints and difficult situations are not discussed with other members of the public, either in the presence of the complainant or afterwards.

6.2. LAHS procedures

The LAHS Unit Management Team (UMT) should be informed of all complaints received; they should be advised immediately of all serious complaints as appropriate.

If the person making the complaint is not satisfied at local level he/she should be invited to contact the LAHS Head of Service. This can be by using a customer feedback form, by telephone, letter, or e-mail, including the on-line complaints form. If the complainant is still not satisfied he/she should be invited to write to the Strategic Director and provided with the full name and address.

If customers wish to discuss their complaint with their local Councillor, the Councillor's name must be given to the customer and the Unit Manager and Strategic Director must be informed immediately.

Complaints received by letter or e-mail should wherever possible be replied to or acknowledged on the day of receipt *or within 3 working days at the latest*. Acknowledgements should include a contact name, address and telephone number. A full response must be sent within 10 working days. Copies of the original letter and the reply should be retained by the LAHS Head of Service.

Complaints received by telephone should be logged on the current complaint logging software application, to ensure a full count of complaints is kept, and to evaluate tracking of their resolution.

The LAHS Extended Unit Management Team (XUMT) should analyse complaints to see if there are any lessons to be drawn, including training needs, policy review, service failings etc.

6.3. Corporate procedures

The Council's complaints policy and procedure is on the Borough website at the following link
http://www.rbwm.gov.uk/web/corporate_complaints.htm

7. ROLES AND RESPONSIBILITIES

Head of LAH

Service Manager: Libraries,

Service Manager: Arts and Heritage,

Team Leader: Information and Digital Delivery

Team Leader: Outreach and Stock

Team Leader: Community Libraries

The Head of Service is designated to co-ordinate responses to all serious Service complaints.

Replies to written or verbal comments, complaints or compliments, when requested, should be drafted by the relevant service lead.

All staff are trained in customer care, including the handling of complaints. All complaints, received in person, by letter, telephone or email, will be dealt with using consistent and clear procedures based on this policy and approved by the management team.

Information about complaints will be made available as required through the Corporate complaint reporting procedures. Complaints procedures and responses to complaints may be assessed on behalf of the Strategic Director as part of an audit process.

8. MONITORING, EVALUATION AND REVIEW

Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards

9. DEFINITIONS AND ABBREVIATIONS

10. ASSOCIATED DOCUMENTS

CUSTOMER CARE STANDARD

This policy is applicable to RBWM LAHS

DOCUMENT CONTROL

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1. TITLE

CUSTOMER CARE STANDARD

2. POLICY STATEMENT

Customer care is fundamental to an effective service and it is essential that this is reflected in all aspects of our work.

3. PURPOSE

Customer Care is concern for our customers; it is good manners allied to efficient and helpful service.

4. SCOPE

Whilst we are already attempting to facilitate staff improving their own and their colleagues' performance in this important area (through Customer Care Courses), LAHS would like to assist all staff in a simple and direct way.

5. OBJECTIVE

The LAHS management team 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 and to make our jobs easier.

With these aims in mind the following "common sense" guidelines have been approved as a minimum standard for us all to exceed.

6. POLICY DETAILS

6.1. TRAINING
Because of its importance, it follows that training in Customer Care should be given a high priority.

6.1.1. Training should be given to all staff.

6.1.2. Coaching in telephone technique is vital before staff use the telephone.

6.1.3. Training is required in dealing with the needs of vulnerable groups

6.1.4. If training or demonstrating 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, but should accompany the trainer.

6.2. **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 the service.

All customers are entitled to the same standard of care and staff should be aware of the special needs of some readers/visitors. See Section 9.

6.3. **FIRST IMPRESSIONS: Staff at the Pod/Enquiry Desk**

6.3.1. Staff should acknowledge each customer in a pleasant and welcoming manner. It is important to acknowledge a customer and smile - we want our visitors to return! Remember, eye contact should be maintained.

6.3.2. 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 too chatty member of staff, but a friendly manner and a willingness to help are basic requirements.

6.3.3. If there is a queue and more than one member of staff dealing with it, customers should 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".*

6.3.4. 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 LAHS and the Borough Council.

6.3.5. When pod design means that staff sometimes have their backs to customers, staff should constantly be alert to customers waiting.

6.3.6. People waiting for attention should usually be dealt with before the telephone.

6.3.7. 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.

6.3.8. Customers who ask for directions should be taken to the appropriate section. An arm waved in the right direction is not enough.

6.3.9. On the Container and Mobile libraries, 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.

6.4.   **TELEPHONE MANNER**

6.4.1. 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.

6.4.2. A greeting such as *Good morning, Ascot Library, can I help you?* is essential.

6.4.3. 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.

6.4.4. 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.

6.4.5. 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.

6.4.6. 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.

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

6.5. 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.

The Complaints Procedure (in Procedures folder) should always be followed.

6.6. PHYSICAL ASPECTS

6.6.1. Making service points attractive and easy to use is part of Customer Care.

6.6.2. Guiding should be clear and helpful and large enough to be seen by people with a visual impairment.

6.6.3. The sitting 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.

6.6.4. Large print stock should be on shelves which are neither too high nor too low.

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

6.6.6. For large libraries, a library 'plan' is very helpful to customers.

6.6.7. Notice boards should be tidy and uncluttered and notices should be up-to-date.

6.6.8. Standards of Presentation and Appearance of Libraries must be followed together with the Access Policy and Standards.

6.7. CONFIDENTIALITY

6.7.1. Records of borrowers should be accessible to the staff ,volunteers who have signed a confidentiality agreement 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 <u>not</u> be given to the police unless it is in response to a court order i.e. required by the law. If the police do not have a court order they shall be asked to get one.

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

6.7.3. All enquiries should be handled with tact and discretion.

6.7.4. 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.

6.8. SPECIAL GROUPS

6.8.1. Staff need to be aware of the problems faced by customers with a physical or mental disability. Under the Disability Discrimination Act (1995) it is a requirement for all service providers to make equal provision to users regardless of any disability.

6.8.2. Help should be offered unobtrusively – customers with a disability might not want to draw attention to themselves.

6.8.3. Staff should never shout at a hearing impaired person. Speaking slowly and clearly, while facing the reader is much more effective.

6.9. CLOSING ROUTINES

6.9.1. Closing the service at the end of the day should take place in a polite manner.

6.9.2. 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.

6.10. Customers who appear a few minutes before closing must be dealt with politely. No one should be harassed.

6.11. 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.

7. ROLES AND RESPONSIBILITIES

Service Manager: Libraries
Service Manager: Arts and Heritage
Team Leader: Information & Digital Delivery
Team Leader: Outreach & Stock
Team Leader: Community Libraries
Are responsible for the implementation of this policy within the relevant strands of the Service
The customer care standard also applies to volunteers.

8. MONITORING, EVALUATION AND REVIEW

Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards

9. DEFINITIONS AND ABBREVIATIONS

10. ASSOCIATED DOCUMENTS

Royal Borough of Windsor and Maidenhead

Adult and Community Services

Libraries Arts and Heritage Service (LAHS)

POLICIES AND STANDARDS

Displays & Exhibitions Policy

This policy is applicable to RBWM LAHS

Managed by:	Responsible position:	Version:
Mark Taylor	Angela Gallacher	4
Contact person:	Approved by:	Date approved:
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May 2002	1	Issued
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1. TITLE

Displays & Exhibitions Policy

2. POLICY STATEMENT

The guidelines for displays/exhibitions in the libraries are subject to any prohibition by the Royal Borough of Windsor & Maidenhead on particular promotions or advertising.

3. PURPOSE

To outline LAHS guidelines for displays in libraries and museums

4. SCOPE

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.

5. OBJECTIVE

A library should foster the exchange of ideas and information and maintain the same impartiality with regard to displays as with regard to stock 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. Displays which are indecent, intended to promote racial or other discrimination, or which are mounted by proscribed organisations which would offend this principle would not be permitted. 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.

6. POLICY DETAILS

6.1. The priority order for displaying material is as follows:-

Category 1:   Royal Borough of Windsor & Maidenhead Council, H.M. Government, official European Union Information.

Category 2:   Other public and non-sectarian bodies, including registered charities.

Category 3:   Local societies and organisations.

Category 4:   Commercial organisations; registered businesses

and individuals offering goods or services for profit. (Charges may apply to material in this category)

6.2. Registered Charities may display materials relating to their work but not collect from customers, without the written permission of the Head of Service.

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

6.4. Exhibitions must be mounted leaving sufficient space for wheelchair access to all parts of the exhibition & alternative methods of interpretation made available as appropriate. (Disability Discrimination Act 1995) Further details relating to Museum exhibitions cover accessible font sizes, caption information and caption sheets.

7. ROLES AND RESPONSIBILITIES

Service Manager: Libraries
Service Manager: Arts and Heritage
Team Leader: Information & Digital Delivery
Team Leader: Outreach & Stock
Team Leader: Community Libraries
Are responsible for the implementation of this policy within the relevant strands of the Service

8. MONITORING, EVALUATION AND REVIEW

The Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards

9. DEFINITIONS AND ABBREVIATIONS

LAHS – Libraries Arts & Heritage Service

10.   ASSOCIATED DOCUMENTS

Royal Borough of Windsor and Maidenhead

Adult and Community Services

Libraries Arts and Heritage Service (LAHS)

POLICIES AND STANDARDS

Enquiries Standard

This policy is applicable to RBWM LAHS

DOCUMENT CONTROL

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1. TITLE

Enquiries Standard

2. POLICY STATEMENT

Customer care in answering enquiries is covered by the Service's <u>Customer Care Standard</u> (Policies and Standards folder, C2).

3. PURPOSE

This standard covers enquiries received at all staffed RBWM public libraries enquiry points (including separately staffed information points and issue/enquiry pods in community libraries). It also includes enquiries received at the museum and museum store.

4. SCOPE

Enquiries are a key element of the Service. Enquiries cover a great diversity of subjects, including information about the Library or Museum arrangement, leisure interests, fiction, educational projects and work related topics such as business. They may be answered using lending or reference (including on-line resources) stock & artefacts. The way enquiries are answered and the accuracy of any information given is of critical importance to these customers.

5. OBJECTIVE

The standard outlines the following main topics:

- Definition of enquiries
- Customer waiting times
- Time taken to answer enquiries
- The enquiry interview
- Referral of enquiries
- Staffing
- Training

6. POLICY DETAILS

6.1. **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:

6.1.1. <u>Directional Enquiries</u>
- any directions to a desk or section of stock within the library or museum
- location of the catalogues

Routine administrative questions should not be included as enquiries. For example:

- how to join the library
- renewals and issues
- telephone renewals
- requests for assistance in using equipment

6.1.2. Information Enquiries

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 museum and elsewhere.

Some business, local studies or family history enquiries may be charged for. Charges must be agreed for the Borough and are made with the approval of the Council.

Enquiries of all kinds may be received at any library, at an enquiry desk, staff pod, issue counter, via the Libraries, Arts & Heritage Service website or elsewhere in the library or museum. All enquiries should be dealt with to meet the standards set out in this document.

6.2. **Customer Waiting Times**

6.2.1. Enquiries in person

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.

The presence of a customer at an enquiry desk should be acknowledged as soon as possible and at least within 2 minutes. Customers visiting the library in person should not normally (i.e. at least 80% of all cases) wait longer than the following times for staff to attend to their enquiry:

Maidenhead Library   4 mins
Other Libraries & Museum   3 mins

6.3. **Telephone enquiries**

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.

Telephone calls should be answered as promptly as possible; at least 80% of all calls should be answered with 5 rings. Where calls are received centrally and cannot be forwarded to the appropriate desk, 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 (i.e. at least 80% within 1 hour; 100% within 4 hours or at the caller's convenience).

6.4. Time Taken to Answer Enquiries

All enquiries should be dealt with as quickly as possible, consistent with providing an appropriate level of answer.

6.4.1.   Directional Enquiries
All should be completed within 1-2 minutes.

6.4.2.   Information Enquiries in Person and by Phone
Maidenhead and Windsor   at least 75% enquiries completed
within 5 minutes

All other locations: at least 80% enquiries completed
within 5 minutes

6.4.3.   Information Enquiries by Post and email
Urgent enquiries should be responded to on the day of receipt. All enquiries should be acknowledged or answered within 3 working days.

Wherever possible answers should be completed with 10 working days. If it is not possible to answer in this time (e.g. 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 4 weeks.

6.4.4.   Online Searches
Searches on electronic media when undertaken for customers should be completed within 2 working days.

6.5. The Enquiry Interview
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.

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. If there is any doubt, senior specialist staff should be consulted. The customer should be made aware of the data and source of information they are given as appropriate.

6.6. Referral of Enquiries
Customers can make enquiries at any service point, and while most can be answered at that library or museum some will need to be referred to other libraries & museums or other agencies.

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.

A clear referral procedure must be in the Procedures Folder at each location and should be implemented by all staff.

Wherever possible internal referrals should be made while the customer is in the library and, as appropriate, the customer should be given the opportunity to speak directly to the member of staff referred to. Staff should use discretion in deciding whether this is appropriate in referring calls to outside agencies.

6.7. **Staffing**

Though specialist officers are based at the busiest libraries, their expertise is available to all customers through the referral of enquiries.

Information Points at Maidenhead and Windsor libraries should be staffed for all hours the library is open by suitably trained staff. One or more officers should be available at all times to be called upon if needed.

6.8. **Training**

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 should be referred correctly first time.

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.

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 LAHS of the Royal Borough

Windsor & Royal Borough Museum Enquiries

Enquiries relating to the museum will be directed to staff at the museum store or elsewhere or to the generic email: museum.collections@rbwm.gov.uk

This is regularly monitored and responded to by the Heritage team members or one of the museum volunteers.

If they are not on duty then a limited response can be provided by the Local Studies librarian or the information points at Maidenhead or Windsor Libraries.

Enquiries will be answered within 3 working days and answers completed where possible within 10 days.

7. ROLES AND RESPONSIBILITIES

Team Leader: Information and Digital Delivery

All enquiries should be answered <u>so that the customer in all cases should receive an answer appropriate to their needs.</u> This Standard is designed to ensure a consistent practice for dealing with all enquiries that will give the best possible service to customers.

8. MONITORING, EVALUATION AND REVIEW

Enquiries will be monitored routinely and performance against the Enquiries Standard, including the accuracy and appropriateness of the answers to enquiries, may be assessed at any time as part of the Customer Services audit process.

The Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards

9. DEFINITIONS AND ABBREVIATIONS

LAHS – Libraries Arts & Heritage Service

10.   ASSOCIATED DOCUMENTS

Royal Borough of Windsor and Maidenhead

Adult and Community Services

Libraries Arts and Heritage Service (LAHS)

POLICIES AND STANDARDS

Physical Presentation and Appearance of Service Standard

This policy is applicable to RBWM LAHS

DOCUMENT CONTROL

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1. TITLE

Physical Presentation and Appearance of Service Standard

2. POLICY STATEMENT

This policy covers the physical appearance of all service points where the Libraries, Arts & Heritage Service is available to customers

3. PURPOSE

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.

4. SCOPE

This applies to the following:
- Library buildings *including co-located service points*
- Container
- Mobiles
- Windsor & Royal Borough Museum
- Museum Store and
- Outreach locations

5. OBJECTIVE

Services must appear friendly but also professional, clearly indicating the range of services available. Consistency in image across all service points is essential. The Access Policy and Marketing Strategy are also relevant to this standard.

6. POLICY DETAILS

6.1. External appearance

6.1.1. 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. All Health and Safety standards are to be met. This will include:
- Absence of rubbish
- Absence of graffiti or other defacements
- Fabric of buildings kept in good repair [e.g. window frames, steps]
- Windows clean
- Grounds well maintained with grass cut, hedges clipped etc.
- Mobile and Container libraries to be regularly washed

6.1.2. It is essential that public buildings should be accessible to all as required by the Disability Discrimination Act [1995]. 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.

6.1.3. The view through windows in to 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. 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.

6.1.4. 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. Opening hours must be clearly displayed, accurate and up to date. It is helpful if they are displayed at the entrance to the property as well as at the main entrance to the service point. Any temporary changes to opening hours e.g. Bank holidays or emergency closures must be clearly indicated and visible when the service point is closed. [See also the Access policy section]

6.1.5. Each Container site should have clear signs giving the opening hours and contact details. In addition, where possible the Mobile library should have bus stop style signs at route stopping points, indicating when the mobile will be at the stop.

6.2. Internal appearance

6.2.1. 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.

6.2.2. 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. The inside of the building must be kept clean with floor coverings cleaned/vacuumed, shelves dusted etc.

6.2.3. Levels of lighting are described in the Access Policy

6.3. Furniture and equipment

6.3.1. All furniture must be kept clean [with no stains or graffiti] and in a good state of repair so that it is safe to use. It should be adequate and appropriate for the purpose for which it is intended. Where possible furniture should be coordinated with and in the style of other furnishings.

6.3.2. 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.

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

6.3.4. Seating should conform to the Access Policy and standards.

6.4. Signs and guiding

6.4.1. Ample, clear, attractive and informative guiding is essential if customers are to be able to use stock and services effectively. Guiding must be of a professional standard with no hand written signs. It is essential that all basic services should be clearly marked [e.g. 'Ask Here' etc.]

6.4.2. Any charges relating to services must also be clearly and prominently displayed.

6.5. Counters and enquiry desks

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

6.5.2. 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.

6.5.3. Where possible, pods and enquiry desks should be positioned so that staff are facing customers.

6.6. Notices and posters

6.6.1. Notices should **only** be affixed to boards and surfaces specifically designed for this purpose. Where a whole wall has been designed to take notices it is important to avoid a confusing and cluttered look. Where possible notice boards should be headed and categorised.

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

6.6.3. All notices displayed on behalf of LAHS must be printed in the house style. No notices hand written by staff may be used.

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

6.6.5. 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.]

6.7. Leaflets

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

6.7.2. Racks should be checked regularly to ensure that out of date or tatty items are replaced and displays are refreshed. Different leaflets should not be "displayed" in the same "pocket" of a rack. [See <u>Displays and exhibitions Policy</u> for priorities on which leaflets to display.]

6.8. Dress and personal appearance

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

6.8.2. Health and safety aspects should also be considered as each employee has a responsibility under the Health and Safety at Work Act '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.

6.8.3. 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.

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

6.8.5. There may be occasions or situations when staff reasonably need to wear clothing which is not according to the 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.

6.8.6. 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 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. The following items are given as a guide to items which would be considered unsuitable:

- Torn, patched or disheveled clothing
- Dirty or stained items

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

7. ROLES AND RESPONSIBILITIES

Service Manager: Libraries
Service Manager: Arts and Heritage
Team Leader: Information & Digital Delivery
Team Leader: Outreach & Stock
Team Leader: Community Libraries
Are responsible for the implementation of this policy within the relevant strands of the Service

8. MONITORING, EVALUATION AND REVIEW

The Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards

9. DEFINITIONS AND ABBREVIATIONS

LAHS – Libraries Arts & Heritage Service

10.   ASSOCIATED DOCUMENTS

Royal Borough of Windsor and Maidenhead

Adult and Community Services

Libraries Arts and Heritage Service (LAHS)

POLICIES AND STANDARDS

Public Computers & Internet Access Policy

This policy is applicable to RBWM LAHS

Managed by:	Responsible position:	Version:
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1. TITLE

Public Computers & Internet Access Policy

2. POLICY STATEMENT

The Royal Borough of Windsor and Maidenhead Libraries, Arts and Heritage Service (LAHS) provides public access to Computers, the Internet and Microsoft Office software for library customers as part of its role to provide access to cultural, leisure, and educational information and resources.

3. PURPOSE

To provide and monitor public access to the internet and computers

4. SCOPE

This policy covers:
- Access to computers & computer charges
- Using the public computers safely & securely
- Using the WiFi facilities
- Your responsibilities & misuse

5. OBJECTIVE

To outline the policies and procedures for access to the Internet and use of public computers in the LAHS.

6. POLICY DETAILS

6.1. ACCESS & CHARGES

6.1.1. 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.
- No charges apply however when customers select the 'Free Access' link which provides access to Microsoft Office software and to a selection of key websites designated the 'Library Free Websites'. This excludes web-based email sites.

6.1.2. In addition there are Children's computers in most of our libraries which have games, selected internet sites and Microsoft Office software available for children to use without any charge or a time limit. There are also computers to view our online catalogue free of charge.

6.1.3. 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. In addition there are computers at Maidenhead and Windsor libraries, with scanning facilities and access to Skype.

6.2. Using the Internet including web-based email services, and Microsoft Office software

6.2.1. There are restrictions for using the adult public library computers which are based on the age of the user:

- Anyone aged 15 and above has direct access without staff assistance.

- Children aged 12-14 may have access as long as they have permission from their parent or guardian. The parent must sign a consent form, and the child's ticket is then activated so that they may access the Internet themselves.

- Children aged 11 and under may only access the Internet with their parent or guardian present using the parent's library ticket. Selected internet sites and Microsoft Office applications are available for children to use without any time limit.

6.2.2. 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 of PCs. 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. Visitors, after signing on to get a visitor card are also charged. The current charges can be seen at http://www.rbwm.gov.uk/web/libraries_prices.htm

6.3. Using the 'Free Access' link on the Adult Public Computers

6.3.1. With the 'Free Access' link there is free use of Microsoft Office software and free access to a limited selection of Internet sites the 'Library Free Websites'.

6.3.2. 'Library Free Websites' include a selection of websites that we have chosen that can be accessed by all, free of charge. Included in this selection are the premium online resources for which we pay a subscription, local sites and a few key national sites. For more information please see Computers and IT Services at http://www.rbwm.gov.uk/web/libraries_free_websites.htm

6.3.3. Users of 'Library Free Access websites' and Microsoft Office via the Free Access link are limited to 60 minutes per session, but staff can extend a session subject to availability of PCs

6.3.4. Library members needing full Internet access will need their library card to login. Staff are not permitted to give out personal details.

6.3.5. All computer sessions will end 15 minutes before the library closing time.

6.3.6. If customers are late arriving, their booking will be held for 10 minutes.

6.3.7. There are charges for printing from the public computers

6.4. SAFETY & SECURITY

6.4.1. Children - Families, children and young people should also be aware of other internet safety issues, these are highlighted on BBC websites such as:
www.bbc.co.uk/webwise/topics/safety-and-privacy/online-safety-for-parents
www.bbc.co.uk/cbbc/topics/stay-safe

6.4.2. Permission of parents or guardians is required before children can use the Internet and the LAHS encourages parents/guardians to supervise their children's use of the Internet at all times.

6.4.3. Access by children under the age of 15 is controlled by parental permission or supervision to prevent access to inappropriate material based on individual choice.

6.4.4. Customers who have signed a parental permission form allowing access for 12-14 year olds are accepting responsibility for their child's proper use of the Internet by doing so.

6.4.5. 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.
- not try to log on to any service with another person's details or use someone else's library card.
- never tick any "remember my details on this computer" options – always remembering that these are shared public computers.
- Only conduct online financial transactions (banking, shopping, travel, eBay/PayPal and so on) 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://
(If customers choose to undertake online financial transactions over the internet by credit or debit cards, they do so entirely at their own risk. RBWM LAHS accepts no responsibility for any financial or commercial transactions undertaken whilst using library computers.)
- 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 and always be sure to read the terms and conditions attached to any website before subscribing.
- always remember to logout after their session.

6.4.6. The Borough 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 LAHS and customers. RBWM LAHS will, where

possible, attempt to restrict access to illegal and offensive materials on the Internet by the means laid out below:

- Filtering software is used on all computers, to block access to illegal and offensive material only. However, the Borough recognises that such software can never be 100% effective.
- 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 questionable, staff will pass details onto the Borough Technology & Change Delivery Unit for a final decision.

6.4.7. By using the Internet on a library computer, customers accept the terms of the Acceptable Use Policy and are accepting personal responsibility for any potentially controversial material that they or their children may accidentally or deliberately view.

6.5. USING THE WiFI FACILITIES

6.5.1. The LAHS free WiFi service operates at most libraries

6.5.2. The WiFi network is unsecured, information transmitted is not encrypted and there is a risk that it may be intercepted by others. By using it customers are agreeing to abide to the terms and condition of our Acceptable User Policy which can be seen at:

http://www.rbwm.gov.uk/public/libraries_wifi_acceptable_use_policy.pdf

6.6. CUSTOMER RESPONSIBILITIES

These responsibilities are part of the Acceptable Use Policy:

6.6.1. To use the library Internet services in a responsible manner, and not view, download, copy or transmit any material which is illegal or potentially offensive to others.

6.6.2. Transmission of any material in violation of any laws is prohibited. This includes, but is not limited to: copyrighted material, threatening or obscene material, pornographic material, or material protected by trade secret. Use for any commercial purpose is also prohibited.

6.6.3. Do not use the computer for the purpose of libel, slander, harassment, or for sending material likely to cause offence or inconvenience

6.6.4. Do not tamper with computer hardware, or gain unauthorised access to computer systems or information or attempt to install, amend or delete existing software

6.6.5. Respect the privacy and sensibilities of other library users by display text or graphics that may be reasonably viewed as obscene or offensive

6.6.6. 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.

6.6.7. Where excessive use of bandwidth by one PC is slowing down the service for all users, the session on that PC may be terminated

6.7. **MISUSE**

6.7.1. Where staff have reason to believe that the Acceptable Use Agreement is being broken, Internet access may be monitored and random checks made on sites visited. We reserve the right to withdraw the service from anyone found infringing the Acceptable Use Agreement

6.7.2. Time allocations are not transferable when using the Internet 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.

6.8. **SERVICE DEVELOPMENT**

6.8.1. The Internet is a constantly changing and developing environment, and the LAHS is committed to monitoring and developing services to reflect this.

6.8.2. This policy shall be reviewed regularly to ensure that it remains timely and relevant.

7. ROLES AND RESPONSIBILITIES

Service Manager: Libraries
Service Manager: Arts and Heritage
Team Leader: Information & Digital Delivery
Team Leader: Outreach & Stock
Team Leader: Community Libraries
Are responsible for the implementation of this policy within the relevant strands of the Service

8. MONITORING, EVALUATION AND REVIEW

The Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards

9. DEFINITIONS AND ABBREVIATIONS

LAHS – Libraries Arts & Heritage Service

10. ASSOCIATED DOCUMENTS

Royal Borough of Windsor and Maidenhead

Adult and Community Services

Libraries Arts and Heritage Service (LAHS)

POLICIES AND STANDARDS

Reservations and Requests Policy

This policy is applicable to RBWM LAHS

Managed by:	Responsible position:	Version:
Mark Taylor	Angela Gallacher	4
Contact person:	Approved by:	Date approved:
Angela Gallacher	XUMT and Lead Member for Libraries	March 2014
Contact number:	Next review date:	Status:
01628 685641	2017	

Contents

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May 2002	1	Issued
Oct 2005	2	Reviewed
Mar 2009	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed

1. TITLE

Reservations and Requests Policy

2. POLICY STATEMENT

To ensure that Reservations and Requests are fulfilled to the expectations of the Customer

3. PURPOSE

Making Reservations and Requests accessible and convenient for the Customer

4. SCOPE

Requests may be accepted in person, or by telephone, fax, email, or self placed via the library web pages or OPAC. If not making the request in person, then the requestor must already be a member of the Royal Borough Library Service. The requests system is designed primarily for the use of individuals, although requests may also be supplied to an individual representing an organisation. Information requests made to the museum may be shared with other LAHS staff in order to enable fulfillment. Charges for research may apply as detailed in the LAHS Fees and Charges documentation.

5. OBJECTIVE

Requests may be accepted for any legally published book, periodical or thesis. (See paragraph 6.4 for non-book requests). The service may not purchase requested material that is considered unsuitable for library use, e.g. too ephemeral or of little interest to other readers or if poorly produced. Nevertheless, every effort will be made to source an available copy of the requested item.

Requests may be accepted for subjects, provided they are not so narrowly defined that only very few relevant titles are likely to be identified (in which case individual requests for these items should be made). These would normally be for recreational or academic material up to sixth form level [Year 12 & 13].

6. POLICY DETAILS

6.1. Requests for Reference Items

Where the only copy of a requested item in stock is a reference copy, the holding library has the option of deciding whether or not to lend. They may lend to the requesting library for reference use there or lend for home use, or alternatively they have the option to decline to loan at all. The Team Leader: IaDD will be responsible for making this decision.

If a customer is unable to use his or her local library due to any form of disability, then an inter-library loan for any reference item required should be sought.

However, it should be explained to the customer that any stipulations demanded by the supplying authority must be adhered to, including use for reference only. (See Procedures Folder for procedure).

6.2. Charging

Customers may be charged a fee towards the cost of administration for requests. All charges must be agreed by Council and are detailed in the Fees and Charges documentation, Council Budget Book, the website and the Library Charges notices displayed in libraries.

Charges may be refunded if it is not possible to supply the item concerned, although it is preferable to offer another request free of charge in the first instance. Charges would not normally be refundable if the customer cancels the request, as the charge is an administration fee.

6.3. Inter-Library Loans

If an item is not held within Borough stock then a request may be supplied from outside the Borough provided that the customer has signed the appropriate forms. It may be more appropriate to purchase the item for library stock and the member of staff responsible for this particular area of stock will normally make this decision. Requests may also be supplied from outside the Borough on an urgent basis, on the payment by the customer of any additional fee required by the agency concerned.

6.4. Non-Book Materials

Requests will not be accepted for non-book materials that are not already held in Borough stock, except for spoken word held in a SELMS member authority. Suggestions for stock in this category may be accepted, but with no guarantee as to the supply of the item.

6.5. Supplying the Right Item at the Right Time

6.5.1. Fulfilling the request

At least 95% of all requests should be completed and supplied to customers. Customers should be informed if the library is unable, for whatever reasons, to supply material, and offered a free request or have their fee refunded.

After 6 months, customers waiting for an inter-library loan should be offered the option of continuing the search.

6.5.2. Accuracy in answering requests

The author, title, format, edition, subject (if appropriate) must be acceptable to the customer. If a staff error is made, the customer should be offered a further free search for the item or a refund of their fee.

6.5.3. Supply times - "urgent" requests

So far as possible, material requested by a certain deadline should be supplied within the agreed timescale. It is important that this timescale is agreed with the customer and is realistic, taking account of the location and

the status of the required item. If this is not possible, the customer must be informed before the expiry of the deadline.

Inter-library loan "urgent" requests (British Library Urgent Action Service) should be supplied within 7 days, if available. Where this is not possible the customer should be notified as soon as possible within 7 days.

6.5.4. Supply times - general requests
A minimum of 50% of items should be supplied within 7 days and a minimum of 85% should be supplied within 30 days. No more than 5% should take longer than 60 days. An average of at least 85% of requests should be supplied from within Royal Borough libraries stock.

6.5.5. Supply times - items for purchase
New stock ordered as a result of a request should be placed on "urgent" order within one working day of receipt. Agreements with suppliers should specify receipt of such items within 30 days.

Where a request is received for material which is already on order it may not be possible to change the status of the item with the supplier. However, the stock processing staff must be notified so that the item can receive urgent treatment once it has been received.

6.6. Staff/customer relationship

All libraries must display charges for requests prominently. The facility for customers to place their own requests on RBWM stock via the library terminals or on the Library pages of the RBWM website should also be publicised.

Wherever possible, staff should check the catalogue for requested items when the request is received.

Customers should be informed as soon as possible of any likely delay in supplying their request (e.g. 'not in stock', etc).

Customers must be notified if their request is not in stock and offered the choice of an inter-library loan within 5 working days. (Working days will relate to the number of days the service point concerned is open).

Customers should be notified of the progress of any requests as follows:

Royal Borough stock	30 days from receipt of request
Inter-library loan (non-BL)	60 days from requesting inter-library loan
Inter-library loan (BL)	90 days from requesting inter-library loan

Customers enquiring after a request should be given an immediate answer if possible (after checking local files as necessary). An answer must be given within one working day.

6.7. Systems for Management of Requests Services

The following standards should be achieved for the categories of request as shown:

6.7.1. Urgent requests - bibliographic checking and applications.

All urgent requests

Checked against the catalogue immediately while the customer is present.

Holding library should be telephoned immediately to confirm availability; "on shelf" items put by for next delivery.

Not on catalogue

Urgent inter-library loans request service should be offered where appropriate.

Inter-library loans

Request to be initiated within one open day.

6.7.2. Non-urgent requests – bibliographical checking and applications

All requests

Checked against the shelves immediately & current library catalogue within one working day.

Requests in stock

All requests received, which are in Borough stock to have "holds", placed within one working day.

Not in stock requests

Not in stock requests assessed within one working day.

a) Item identified: action taken within 2 further working days

b) Item not identified: letter sent to customer for further details - received by customer within one week.

Inter-library loans

60% of all inter-library loan requests processed within one working day, and 100% within 3 working days.

6.7.3. Communications between Borough libraries

Libraries

Process **allocation** reports daily.

6.7.4. Weeding and managing files

Royal Borough stock

All request files must be weeded at least once every 30 days.

Stock on order

All outstanding orders for new stock that have requests attached should be chased with suppliers

	after 28, 35 and 42 days and findings reported to requesting libraries.
Inter-library loans	All requests to other library authorities and the British Library outstanding for longer than 30 days should be "chased" and at 30-day intervals until received and findings reported to requesting libraries.
	Overdue orders and inter-library loans should be chased every 30 days and report findings to requesting libraries.

7. ROLES AND RESPONSIBILITIES

Team Leader: Information and Digital Delivery, relevant staff with stock responsibility & Library Supervisors have responsibility for implementation of this policy within their own strand of the Service.

Training
All library staff who deal with requests must be trained in and familiar with this Standard and procedures for dealing with requests set out in the Procedures folder.

8. MONITORING, EVALUATION AND REVIEW

The Head of LAH, Service Manager: Libraries, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards.

9. DEFINITIONS AND ABBREVIATIONS

LAHS – Libraries Arts & Heritage Service

Request – customer requested item of stock whether in stock or not

Reservation – hold placed on an item in stock to satisfy a request

SELMS – the library consortium which shares a library management system across 11 authorities in London & the South East of England and for which RBWM is the lead administrative authority.

10. ASSOCIATED DOCUMENTS

Royal Borough of Windsor and Maidenhead

Adult and Community Services

Libraries Arts and Heritage Service (LAHS)

S1

POLICIES AND STANDARDS

Stock and Information Policy

This policy is applicable to….

Contents

REVISION RECORD

Date	Version	Revision description
Aug 2002	1	Issued
Oct 2005	2	Reviewed
Mar 2009	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed

1. TITLE

Stock and Information Policy

2. POLICY STATEMENT

This policy covers the handling & access of stock and information at all Libraries, Arts & Heritage Service locations.

3. PURPOSE

The LAHS is part of the Royal Borough's contribution to the well being of the individual through the encouragement of self-development, assistance to formal education and the increasing informal educational development, support of the cultural, social, leisure, business and commercial activities of the community.

LAHS 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.

4. SCOPE

"It shall be the duty of every library authority to provide a comprehensive and efficient library service for all persons desiring to make use thereof …"

(Public Libraries and Museums Act, 1964)

LAHS 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. Each person should be able, through access to resources in their mother tongue, to maintain their culture without prejudice or disadvantage and should be encouraged to understand and respect other cultures. Access to these resources may be from the holdings of the LAHS or via SELMS libraries consortium or the Inter-Library Loan System from the holdings of other library authorities, universities or the National Libraries of the UK. Within the term "multi-cultural" access to resources should be provided irrespective of race, religion, age, gender, sexual orientation, ability and social class.

5. OBJECTIVE

The objectives for the provision of stock are set out as follows:

- o To offer all our customers scope and opportunity for self development, bridging the gap between the information rich and the information poor

- o To support education both formally & informally by providing resources and information for lifelong learning

In addition, stock should:

- o Contribute towards intellectual, emotional, psychological and social development

- o Communicate the pleasure and enjoyment that reading can bring

- o Provide for information needs, including support for both formal and continuing education

- o Develop the use and understanding of language

- o Prepare children and adults to become life-long readers

- o Reflect values and experiences in the context of multi-cultural Britain and the wider world

- o Help, people understand and respect their own and others' cultural heritage

- o Enlarge and enrich the mind and imagination

(Adapted from Guidelines for Public Library Services to Children and Young People. Chartered Institute for Library and Information Professionals.)

6. POLICY DETAILS

6.1 Access to Stock
Resources may be provided, as appropriate, by

- Acquisition of stock as part of the holdings of the Library Service
- Loan of stock from other library authorities (SELMS) or organisations, through local, regional and national networks, for use by customers
- Access to databases created and maintained by other organisations.

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, e.g. reference material, use may be restricted to library premises.

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 13 years of age and are stocked accordingly. Staff will make every effort to discourage children from consulting or borrowing material which may be unsuitable; however conditions at some service points may prevent this. 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 the 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 every care, are not held to serve "in loco parentis".

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:
- o Books included as part of a mixed media format, e.g. books plus disk
- o DVDs
- o CDs
- o Audiobooks

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

6.2 Requests & Reservations (also see Policy R1)

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.

All physically 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.

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, or via the inter-library loan system from other library authorities and organisations.

Customers can reserve and request eBooks via the library audio and ebook providers website at no charge. When considering purchasing a requested item, physical or electronic, normal selection criteria will apply.

6.3 Catalogue

The library catalogue is an accurate record of LAHS acquisitions of both physical and electronic items. It shows items that are at all RBWM 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). Heritage Team staff have been trained to access the Museum's Modes catalogue to check for titles held in the Museum Reference collection.

6.4 Stock Provision

All libraries will stock the following physical items:
- o Adult Fiction books
- o Popular Adult Non-Fiction books
- o Children's books, including picture & board books

o Large Print books
o Audiobooks

LAHS customers will additionally have access to a range of online resources and eBooks (Adult Fiction, popular Adult Non-Fiction and Childrens) through the RBWM website at anytime (excluding maintenance/downtime periods). A valid RBWM library card and PIN will be required to access some services.

Band A & B libraries (see Policy A1) will additionally stock a wider range of Adult Non-Fiction stock, including a range of reference titles. They will also hold local studies collections (which includes a selection of lendable items), books in foreign languages, newspapers & magazines and DVDs.

Local history and reference books will be collected for the Windsor and Royal Borough Museum's collection. Information about these books will be made available through the Museum's Modes cataloguing service.

6.5 Stock Promotion
LAHS will promote its stock to library customers and to the wider public in order to
o Encourage and enhance reading
o Encourage library membership and use
o Provide advice and guidance to customers
o 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.

6.6 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:
o Poor physical condition and beyond reasonable repair. An item will be considered for reordering if demand is present and it is available to buy
o Low use. If it is a specialist or valuable item it may be transferred to Reserve stock
o Excess stock for demand. If in good condition an item may be considered for transfer to another library, if demand is present
o Excess stock for a low use subject
o An item contains out of date or inaccurate information
o An item is superseded by a newer edition

6.7 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 Unit Management Team. It is not possible to withdraw an item from stock for sale on request.

6.8 Censorship

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 line, 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.

6.9 Donations

LAHS is often asked to accept donations of materials from organisations and members of the public. Once donations are accepted the person or organisation will be given a letter acknowledging their donation and outlining the possible use of the items (see Section 10: Associated Documents). At this stage they become the property of the LAHS and may be utilised in the most appropriate manner, e.g. more specialised material may be donated to national collections and other libraries. Items may only be added to stock if they meet the standards of normal selection criteria.

Gifts of expensive material or of a rare nature may be subject to special conditions or arrangements but these may only be agreed by the Head of Service.

7. ROLES AND RESPONSIBILITIES

Service Manager: Libraries
Service Manager: Arts and Heritage
Team Leader: Information & Digital Delivery
Team Leader: Outreach & Stock
Team Leader: Community Libraries
Are responsible for the implementation of this policy within the relevant strands of the Service. The Team Leader: Outreach & Stock has overall responsibility for the Policy & Stock of the LAHS.

8. MONITORING, EVALUATION AND REVIEW

The Head of LAH, Service Manager: Libraries, Service Manager: Arts and Heritage, XUMT (Extended Unit Management Team) and the Lead Member responsible for Libraries will review the implementation of the standards.

9. DEFINITIONS AND ABBREVIATIONS

Request – relates to an item not in RBWM stock

Reserve Stock – stock not held on open access

Reservation – relates to an item that is in RBWM stock

SELMS – libraries consortium sharing the library management system

10. ASSOCIATED DOCUMENTS

o [Donation Letter](#)