Public Document Pack

NOTICE

OF

MEETING

CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

will meet on

TUESDAY, 19TH FEBRUARY, 2019

at

6.30 PM

in the

COMMUNITY HALL, WOODLANDS PARK VILLAGE CENTRE, MANIFOLD WAY, WALTHAM ROAD, MAIDENHEAD, SL6 3GW,

TO: MEMBERS OF THE CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

COUNCILLORS GERRY CLARK (CHAIRMAN), CARWYN COX (VICE-CHAIRMAN), JUDITH DIMENT, SAYONARA LUXTON, JULIAN SHARPE, SHAMSUL SHELIM AND CLAIRE STRETTON

SUBSTITUTE MEMBERS
COUNCILLORS HASHIM BHATTI, MOHAMMED ILYAS, JOHN LENTON, ASGHAR MAJEED, MARION MILLS, GARY MUIR AND JOHN STORY

Karen Shepherd – Service Lead Governance. Issued: Monday, 11 February 2019

Members of the Press and Public are welcome to attend Part I of this meeting.

The agenda is available on the Council's web site at www.rbwm.gov.uk or contact the Panel Administrator **Shilpa Manek** 01628 796310

AGENDA

PART I

ITEM	SUBJECT	WARD	PAGE NO
1.	APOLOGIES FOR ABSENCE To receive any apologies For absence.		-
2.	DECLARATIONS OF INTEREST To Receive any Declarations of Interest.		3 - 4
3.	MINUTES To approve the minutes of the meeting held on 31 January 2019.		5 - 8
4.	WINDSOR LEISURE CENTRE To discuss the offer at the leisure centre.		Verbal Report
5.	SPORTSABLE To receive an update following the first year of the service level agreement.		Verbal Report
6.	REVIEWED & UPDATED LIBRARY POLICIES Angela Gallagher, Library and Resident Services Lead to update the Panel on the reviewed and updated library policies.		9 - 62
7.	THE OLD COURT-ONE YEAR ON To receive a verbal update.		Verbal Report
8.	WORK PROGRAMME To note the work programme.		63 - 64

MEMBERS' GUIDE TO DECLARING INTERESTS IN MEETINGS

Disclosure at Meetings

If a Member has not disclosed an interest in their Register of Interests, they **must make** the declaration of interest at the beginning of the meeting, or as soon as they are aware that they have a DPI or Prejudicial Interest. If a Member has already disclosed the interest in their Register of Interests they are still required to disclose this in the meeting if it relates to the matter being discussed.

A member with a DPI or Prejudicial Interest **may make representations at the start of the item but must not take part in the discussion or vote at a meeting.** The speaking time allocated for Members to make representations is at the discretion of the Chairman of the meeting. In order to avoid any accusations of taking part in the discussion or vote, after speaking, Members should move away from the panel table to a public area or, if they wish, leave the room. If the interest declared has not been entered on to a Members' Register of Interests, they must notify the Monitoring Officer in writing within the next 28 days following the meeting.

Disclosable Pecuniary Interests (DPIs) (relating to the Member or their partner) include:

- Any employment, office, trade, profession or vocation carried on for profit or gain.
- Any payment or provision of any other financial benefit made in respect of any expenses occurred in carrying out member duties or election expenses.
- Any contract under which goods and services are to be provided/works to be executed which has not been fully discharged.
- Any beneficial interest in land within the area of the relevant authority.
- Any licence to occupy land in the area of the relevant authority for a month or longer.
- Any tenancy where the landlord is the relevant authority, and the tenant is a body in which the relevant person has a beneficial interest.
- Any beneficial interest in securities of a body where:
  a) that body has a piece of business or land in the area of the relevant authority, and
  b) either (i) the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body **or** (ii) the total nominal value of the shares of any one class belonging to the relevant person exceeds one hundredth of the total issued share capital of that class.

<u>Any Member who is unsure if their interest falls within any of the above legal definitions should seek advice from the Monitoring Officer in advance of the meeting.</u>

A Member with a DPI should state in the meeting: *'**I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'**

Or, if making representations on the item: **'I declare a Disclosable Pecuniary Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'**

Prejudicial Interests

Any interest which a reasonable, fair minded and informed member of the public would reasonably believe is so significant that it harms or impairs the Member's ability to judge the public interest in the item, i.e. a Member's decision making is influenced by their interest so that they are not able to impartially consider relevant issues.

A Member with a Prejudicial interest should state in the meeting: *'**I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote**.'*

Or, if making representations in the item: '**I declare a Prejudicial Interest in item x because xxx. As soon as we come to that item, I will make representations, then I will leave the room/ move to the public area for the entire duration of the discussion and not take part in the vote.'**

Personal interests

Any other connection or association which a member of the public may reasonably think may influence a Member when making a decision on council matters.

Members with a Personal Interest should state at the meeting: **'I wish to declare a Personal Interest in item x because xxx'. As this is a Personal Interest only, I will take part in the discussion and vote on the matter.**

This page is intentionally left blank

CULTURE AND COMMUNITIES OVERVIEW AND SCRUTINY PANEL

THURSDAY, 31 JANUARY 2019

PRESENT**:** Councillors Judith Diment, Sayonara Luxton, Julian Sharpe, Shamsul Shelim, John Story and Claire Stretton

Also in attendance: Julian Bullen

Officers: Andy Jeffs, Shilpa Manek and Kevin Mist

WELCOME

Councillor Luxton chaired the Panel.

Councillor Luxton welcomed all to the meeting.

APOLOGIES OF ABSENCE

Apologies for absence were received from Councilors Clark and Cox. Councilor Story was substituting at the Panel.

DECLARATIONS OF INTEREST

Councillor Luxton declared a personal interest as she was a Trustee of Charter Leisure Centre.

Councillor Sharpe declared a personal interest as his wife was the Chairman at Sunninghill and Ascot Parish Council.

Councillor Story declared a personal interest as his wife was an employee in the Museum, Arts and Local Studies team.

MINUTES

RESOLVED UNANIMOUSLY: The minutes of the meeting on 13 November 2018 to be a true and accurate record.

BRAYWICK LEISURE CENTRE

Julian Bullen updated the Panel with the work being carried out at Braywick Leisure Centre site.

Points discussed included:

- In March 2019, 240 car parking spaces would be handed over. The current set up on the site would be relocated to another area of the site, ready for hand over.
- To date, the site had had 5000 lorry deliveries, 6000 litres of concrete poured into the site.
- The road system had worked really well with no disruptions or complaints.
- The wheel washing and street cleaning vehicles had not created any nuisance.
- There had been no issues with traffic or dirt on highways.
- The foundation work was now complete
- The drainage work was all complete.

- The swimming pool walls were up and the framing steels were due to arrive soon to be placed.
- The completion was due in the summer 2020.
- The process of procuring the leisure contract as the certainty was required.
- The process included the demolition of the Magnet first and then the Braywick Leisure Centre would follow.
- The link to the live webcam at Braywick Leisure Centre was www.lobstervision.tv/BraywickLeisureCentre
- Kevin Mist was working closely with Parkwood Leisure in a generic way as a leisure contractor's input was required.
- There was no piling as all the groundwork had been completed. The ground under the sports hall and the swimming pool was 3-4 metres down and this had been determined because of the archaeological site.
- The recent bad weather was discussed but Julian Bullen informed the Panel that the contractor had already allowed for the weather as the likely weather for the last ten years in this area would have been considered and allowed for.
- Extra Communications was required to clarify that the sports hall could be used as a theatre, it had dual usage. It was not only used as a theatre. It would be useful to speak with the Maidenhead Theatre Company.

ACTION: Provide Councillor Stretton the specifications of the sports hall.

ACTION: Communications on multi use sports hall.

ACTION: Send out live link to the Braywick Leisure Centre.

OAKS LEISURE CENTRE

Kevin Mist, Community Project Lead, updated the Panel on the Oaks Leisure Centre progress. The project was very similar to the Braywick Leisure Centre. Work was being carried out to submit a planning application on Monday 4 February 2019 and hopefully go to Planning Panel in late May 2019.

Since the last Panel, some aspects had been altered like the outside surface which the Panel thought looked very nice and Kevin Mist confirmed was cheaper. The height of the proposed building had also been reduced by 0.9m, which was also a cost saving. The mass of the building had therefore reduced which was one of the recommendations from the planners and the bottom of the external surface would be frosted and etched with the name.

Other points discussed by the Panel included:

- Some modern covering for the windows was required. The Panel suggested blinds or lighting and suggested steering away from curtains.
- The swimming pool would be 25metres with six lanes and a changing village with wet and dry areas. There would be disabled access, a wheelchair access lift into the pool and also stairs.
- There was a changing place facility.
- There would be two changing rooms at the rear for children.
- There would be a set of dry changing rooms on the first floor too.
- Lighting on top of the pool was still being considered.
- The layout of car parking had changed to include the additional car parking.
- It would be most productive to get through the groundwork in the school holidays as there would be fewer disturbances.
- Once the work had begun, it would take approximately 70-80 weeks to completion. The earliest date that residents would be able to use the facility would be summer 2021.

- The Panel commented that there would be two major projects completing around the same time, Heatherwood Hospital and Oaks Leisure Centre.
- A lot of work was currently being carried out with Parkwood Leisure, the current operators, to look after the current site.
- The swimming pool, dance studio, spinning studio and gym would be accessible by residents at all times. Discussions would take place between the school, RBWM and Parkwood Leisure on an exchange programme between the sports hall and the swimming pool.
- Councillor Luxton highlighted that residents would be given maximum use.
- Councillor Stretton requested further information about the funding and was informed by Kevin Mist that the current funding was enough to take the project to Riba Stage 3, to the planning application and a little further. Thereafter, a future capital budget would go to Council to be approved by the end of June 2019. If this was not approved, no further work would be carried out. The cost of the project was £14.2 million.

BUDGET 2019/20

Andy Jeffs, Executive Director, went through the Budget Report and highlighted everything that was in the remit of the Culture and Communities Overview and Scrutiny Panel, The Panel was asked to note the contents of the report and make recommendations to Cabinet.

Councillor Stretton asked questions on the growth summary, housing and the overspend last year, the £34 million subsidy for work and pensions, the breakdown of the library services and loss in café income, enforcement, *Norden Farm and the SLA, *Maidenhead Local Plans site works, disable facilities grant, Braywick Park pitch improvements and S106 monies, Delivering differently, *Desborough Theatre improvements and what the £8K would provide.

ACTION: Andy Jeffs to provide further information to Councillor Stretton on the asterisked points above.

CCOSP noted the Budget Report and approved the recommendations in their remit.
Councillor Claire Stretton abstained as she did not agree with the recommendation that the Cabinet noted the report and approved the recommendations. Councillor Stretton commented that Cabinet should only be noted and recommending to Council to Approve the report and all its recommendations.

WORK PROGRAMME

The Panel agreed to remove Councillor Sharpe's suggestion about Ascot High Street as it was too early.

Kevin Mist suggested adding an Annual Report from Parkwood Leisure.

Andy Jeffs suggested that the Panel could see the new container library at the next meeting.

Councillor Stretton commented that she felt that reports came to the Panel far too late in the process and were therefore not scrutinised properly. Councillor Stretton suggested that the Panel be proactive and not reactive.

DATES OF FUTURE MEETINGS

The dates of future meetings on 19 February and 15 April 2019 were noted by Panel Members.

LOCAL GOVERNMENT ACT - EXCLUSION OF THE PUBLIC

RESOLVED UNANIMOUSLY: That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the remainder of the meeting whilst discussion takes place on the grounds that they involve the likely disclosure of exempt information as defined in Paragraphs 1-7 of part I of Schedule 12A of the Act.

The Panel considered and noted the Part II appendix to the Budget Report 2019/20.

The meeting, which began at 6.30 pm, finished at 8.15 pm

CHAIRMAN…………………………….

DATE…………………………..........

Royal Borough of Windsor and Maidenhead

Libraries and Resident Services (L&RS)

CUSTOMER CARE STANDARD

This policy is applicable to the Royal Borough of Windsor and Maidenhead Library and Resident Service

DOCUMENT CONTROL

Managed by: Angela Gallacher	Responsible position: Library and resident Contact Lead	Version: 6
Contact person: Avril Heaney	Approved by: Leisure, Culture and Libraries Overview and Scrutiny Committee	Date approved:
Contact number: 01628 796979	Next review date: 2021	Status: Draft

Contents

REVISION RECORD

Date	Version	Revision description
May 2002	1	Issued
Oct 2005	2	Reviewed
Aug 2010	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed
Dec 2018	6	Reviewed

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), Library and Resident Services (L&RS) would like to assist all staff in a simple and direct way.

5. OBJECTIVE

L&RS is aware that the majority of the staff joined the service because they enjoy working with customers and that they are always keen to provide the best possible levels of service. Good customer care helps all of us to do our jobs better.

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

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.

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

- Staff should acknowledge each customer in a pleasant and welcoming manner. It is important to acknowledge a customer and smile – we want our readers to return! Remember, eye contact should be maintained.
- 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.
- 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".*
- 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 L&RS and the Council.
- Staff should constantly be alert to customers waiting.
- People waiting for attention should usually be dealt with before the telephone.
- Anyone shelving, shelf checking or on floor duties should keep an eye on the pod / enquiry desk to return to assist colleagues with queues, or to answer telephones.
- Customers who ask for directions should be taken to the appropriate section. An arm waved in the right direction is not enough.
- 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

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

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

6.6. PHYSICAL ASPECTS

- Making service points attractive and easy to use is part of Customer Care.
- Guiding should be clear and helpful and large enough to be seen by people with a visual impairment.
- The siting of various resources is important. Large print books should always be shelved in well-lit areas and if natural light is poor, consideration must be given to obtaining additional artificial light.
- Large print stock should be on shelves which are neither too high nor too low.
- Furnishings should be suitable for users. Firm high backed chairs with arms, rather than soft easy chairs are necessary for elderly users.
- For large libraries, a library 'plan' is very helpful to customers.
- Notice boards should be tidy and uncluttered and notices should be up-to-date.
- Standards of Presentation and Appearance of Libraries must be followed together with the Access Policy and Standards.

6.7. CONFIDENTIALITY

- Records of borrowers should be accessible to the staff and that borrower only. Addresses, customer PIN numbers and other details should never be left on a screen, or given to other people. Information should not be given to the police unless it is requested in the appropriate manner. This will be managed by the DPA. Any request must be reported to the Service Lead or Team Leader who will make contact with the DPA.
- When on duty in public areas staff should never talk about members of the public, collectively or individually.
- All enquiries should be handled with tact and discretion.

- 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

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

6.9. CLOSING ROUTINES

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

7. ROLES AND RESPONSIBILITIES

Library and Resident Contact Lead

Library and Resident Contact Team Leader: Face to Face

Library and Resident Contact Team Leader: T+D

The customer care standard also applies to volunteers.

8. MONITORING, EVALUATION AND REVIEW

L&RS Management Team, Lead Member for Culture, Communities, Business and Resident Services

9. DEFINITIONS AND ABBREVIATIONS

L&RS – Library and Resident Services

Royal Borough of Windsor and Maidenhead
Library and Resident Services (L&RS)

Child Safety

Contents

16

Date	Version	Revision description
Nov 2006	1	Issued
Aug 2010	2	Reviewed
Nov 2013	3	Reviewed
Mar 2014	4	Reviewed
May 2016	5	Reviewed
Dec 2018	6	Reviewed

1. TITLE
Child Safety

2. POLICY STATEMENT
Child Safety in the Library and Resident Service:

Children are a valued group of customers and it is important that that they feel secure, comfortable and confident when using Royal Borough of Windsor and Maidenhead libraries and that 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 the parent for various uses of the library

6. POLICY DETAILS

6.1. Children in the library - supervision
Unsupervised children

Library staff can never act in loco parentis. The library is an open, public place and for this reason children should not be left unsupervised. Children under the age of eight should always be accompanied by a parent/carer. If a parent is not supervising a child under the age of eight, ask the parent to keep an eye on the child, or, if the parent has left a child under the age of eight in the library, when the parent returns ask them in the future to remain with 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 eight, 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 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 eight 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. No part of this policy overrides the Royal Borough of Windsor and Maidenhead Public Library Byelaws, made under Section 19 of the Public Libraries and Museum Act 1964, and unacceptable behaviour in breach of the Byelaws will be dealt with in accordance with the Byelaws. In general, it is better that children who are not at school come to the library rather than roam the streets, just as long as the library environment is respected.

6.2. Safety Considerations

6.2.1. Safety Information for children

NSPCC and Child line details are prominently displayed in the library, and include information about 'stranger danger'. The Royal Borough of Windsor and Maidenhead L&RS 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 and 14 are able to access the internet using their own library ticket when a 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 Royal Borough of Windsor and Maidenhead staff. The Library 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 use

Chat safe info should be readily available, and members of staff should be watchful and intervene if there is inappropriate behaviour 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 Royal Borough of Windsor and Maidenhead L&RS activities for young people will be less than two hours. Ofsted inspection regime will therefore not apply although Ofsted guidelines have informed this policy

7.1. Royal Borough of Windsor and Maidenhead L&RS 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 eights only) then keep a register of all children with parent's name and contact number and any known medical conditions (including what library staff should do in an emergency). Data protection prevents us from keeping these lists for longer than absolutely necessary. They should be shredded once all children have been collected.
- Staff undertaking outreach visits: The organisation being visited remains responsible for the children. Library staff should not be left alone with the children. Staff must ensure that they are wearing a staff badge
- Library Evacuation during an event:
The member of staff or volunteer leading the event is to ensure all children attending the event are evacuated and accounted for (take register of attendees with you). If a child is unaccounted for inform the emergency services immediately. Stay with the children until they are collected.

7.2. Bullying in the library

If you witness a child being bullied you have a duty to do what you can to stop it, including asking the bully to leave if necessary. Libraries should be places where children feel safe.

8. ROLES AND RESPONSIBILITIES

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

Library and Resident Contact Lead

Library and Resident Contact Team Leader: Face to Face

Library and Resident Contact Team Leader: T+D

Digital Support, Improvement and Performance Team Leader

Library and Resident Outreach and Support Team Leader

9. MONITORING, EVALUATION AND REVIEW

Library and Resident Services Management Team and the Lead Member responsible for Libraries will review the implementation of the standards

9.1. Surveying and Consultation

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

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

L&RS – Library and Resident Service

Royal Borough of Windsor and Maidenhead

Library and Resident Services (L&RS)

Displays & Exhibitions Policy

This policy is applicable to the Royal Borough of Windsor and Maidenhead's Library and Resident Service

DOCUMENT CONTROL

Managed by: Angela Gallacher	Responsible position: Library and Resident Contact lead	Version: 6
Contact person: Avril Heaney	Approved by: Leisure, Culture and Libraries Overview and Scrutiny Panel	Date approved: 19 Feb 2019
Contact number: 01628 685641	Next review date: 2021	Status: Draft

Contents

22

REVISION RECORD

Date	Version	Revision description
May 2002	1	Issued
Oct 2005	2	Reviewed
Mar 2009	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed
Dec 2018	6	Reviewed

23

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 Library and Resident Services (L&RS) 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 book selection. Provided that space permits, the only restraint on allowing individuals and organisations to mount displays and exhibitions on library premises should be the law of the land. 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
- 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

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

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. (Equalities Act 2010). Further details relating to Museum exhibitions cover accessible font sizes, caption information and caption sheets.

7.   ROLES AND RESPONSIBILITIES

Library and Resident Contact Lead

Library and Resident Contact Team Leader: Face to Face

8.   MONITORING, EVALUATION AND REVIEW

L&RS Management Team, Lead Member for Culture, Communities, Business and Resident Services

9.   DEFINITIONS AND ABBREVIATIONS

L&RS – Library and Resident Services

Royal Borough of Windsor and Maidenhead
Library and Resident Services (L&RS)

ACCESS POLICY

This policy is applicable to Royal Borough of Windsor and Maidenhead Library & Resident Service

DOCUMENT CONTROL

Managed by: Angela Gallacher	Responsible position: Library and Resident Contact Lead	Version: 7
Contact person: Angela Gallacher	To be Approved by: Leisure, Culture & Libraries Overview and Scrutiny Panel,	Date approved: Feb 2019
Contact number: 01628 685641	Next review date: 2021	Status: Draft

CONTENTS

26

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
May 2016	6	Reviewed
Dec 2018	7	Reviewed

27

1. TITLE

Library and Resident Service Access Policy

2. POLICY STATEMENT

As a library authority, the Royal Borough of Windsor and Maidenhead 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. "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…"

https://www.legislation.gov.uk/ukpga/1964/75

3. PURPOSE

This policy covers all aspects of accessibility to the Library and Resident Service 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 wards. The Mobile Library Service visits around 100 sites including residential settings. In addition volunteers deliver a housebound service to elderly or disabled people and can also do so to 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 are provided with access to library facilities.

5. OBJECTIVE

5.1. Location standards

- 100% of households to be within two miles of a public library
- 88% of households to be within one 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

28

5.2. Opening hours standards

- 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 statutory container libraries or static libraries open from 8 - 20 hours a week.
- Communities with populations between 2,000 and 5,000 to be served by statutory static libraries open from 20 – 30 hours a week.
- Communities with a population of 5,000 or more to be served by a statutory library and service hub open not less than 30 hours per week.
- Communities with a catchment area of more than 40,000 resident population to be served by a statutory central library and service hub open not less than 45 hours a week.
- 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 two years to ensure a comprehensive and efficient library service and consider usage, issues and effective provision.

5.3. ICT standards

- 100% of static service points open more than 10 hours a week to have access to electronic resources, public PCs and wifi.
- 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 two years.
- The ability for customers to print, scan and photocopy 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.

29

- 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.
- At least one ICT space per static library should be large enough to accommodate a user plus carer

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 impedes lip reading, and hearing 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 symbols should be used where possible.
- 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

30

WC where there are separate facilities or near the nappy changing facilities where there is only one WC.

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.
- Disability awareness training will also be made available for staff

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 open across 7 days per week and only 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.
- The call centre also open across 7 days per week, only closing on Bank Holidays. Opening hours are reviewed regularly to ensure they meet the needs of residents.

6.2.   ICT access policy

- Access to ICT is fundamental in promoting equal opportunities of access to information and services. Libraries should be a major vehicle for providing affordable access to ICT.
- One of the main aims of the Library Service's ICT strategy is to increase access for customers and staff to information and services through the use of ICT and to bridge the gap between the information rich and the information poor. Public Internet use in all borough libraries is governed by the Public Internet Access acceptable use agreement. The library service also aims to maximise the benefits of ICT in enabling access for disabled users to library facilities, as well as those affected by sensory, intellectual and cultural access barriers. Appropriate means of accessing ICT for these users is provided at all service points.
- Catalogues and key documents should be available on-line via the Internet. The library service is accessible outside opening hours through the library website. This provides the opportunity to check the library catalogue, join the library, renew items, make reservations,

check borrowing details and be informed of events, activities and other library information online.

- 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, Equalities Act 2010 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 Library and Resident Service will ensure that people who have difficulty using facilities are not financially penalised or otherwise disadvantaged and that the service is accessible to the low paid, unemployed and other excluded groups. Information about services should be available and should increase public awareness and promote a positive image of the service. The Accessibility Initiative ensures that customers with special needs such as Dementia are able to use the library service for as long as possible. This includes longer loan periods and access times with staff available to assist outside of normal opening hours.

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 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.

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.

7. ROLES AND RESPONSIBILITIES

The following roles are responsible for the implementation of this policy within the relevant strands of the Service:

- Library & Resident Contact Lead
- Library and Resident Contact Team Leaders
- Digital Support, Improvements and Projects Team Leader
- Outreach and Support Team Leader

8. MONITORING, EVALUATION AND REVIEW

- Library and Resident Services Management Team and the Lead Member responsible for Libraries will review the implementation of the standards

9. DEFINITIONS AND ABBREVIATIONS

- L&RS – Library & Resident Services

33

Library Terms and Conditions

This information is to help you make the most of your library membership and understand your responsibilities as a library member and guarantor.

Joining the library

- By completing your e-mail details, we assume you are willing to be contacted by this method for delivery of notices regarding your account.

- In order to borrow audio visual items, you will need to provide proof of your address; bring along your current bank statement, utility bill, driving licence or medical card.

- Your library card is issued subject to Library Byelaws, signing your library card means you are responsible for returning borrowed items and paying for any charges relating to your account or the account you are acting as guarantor for. The Library Byelaws can be viewed here: https://www3.rbwm.gov.uk/download/downloads/id/389/library_bylaws_policy.pdf;

Borrowing items

- Books and magazines are free to borrow and there is a charge to borrow most audio visual items. The majority of items are loaned for 3 weeks; DVDs and magazines are 1 week loans.

  - If you show us your Advantage card, you will get automatic discounts every time you borrow certain items from your library. Please see our charges for details of these discounts here: https://www3.rbwm.gov.uk/info/200197/libraries/445/libraries_-_price_list

- There is a charge for returning items late and you may incur replacement costs if borrowed items, or your library card, are lost, stolen or damaged.

Renewing items

- Items can be renewed 24-hours a day via https://rbwm.spydus.co.uk or by phoning 0303 123 0035 or at your local library, during opening hours. In most cases, all items can be renewed four times. Please be aware that audio visual items will incur a repeat loan charge.

Using library computers, laptops and USB devices

- Adult library members (whose records have been updated to reflect that they have an Advantage card) are entitled to 45 minutes free use of the Internet every day. Further use is charged for every additional period of 30 minutes. Adult library members (without an Advantage card) and visitors using library computers will be charged for each 30 minute period.

- 12-17 year old library members are entitled to 45 minutes free use of the Internet every day. Further use is free for every additional period of 30 minutes. 12-14 year olds will need their parent or carer to sign a permission form so that they can access the Internet. Children aged 15 and above have direct Internet access without staff assistance.

- Children aged 11 and under may only access the Internet with their parent, or carer, present using that adult's library card.

- Charged sessions are unable to be extended. A new booking, for a new session, will need to be made to continue using the computer. Extended use of computers is dependent on demand.

- When using library computers, unused minutes cannot be carried forward or refunded.

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

- The Royal Borough of Windsor and Maidenhead is part of the SELMS consortium. Your borrower record will be held on a shared database but your details will only be available to staff in another authority if you choose to borrow or reserve items from that authority. All personal data is held strictly in accordance with the requirements of current Data Protection legislation. If you would like more information please see our privacy policy at: https://www3.rbwm.gov.uk/download/downloads/id/3842/library_and_customer_contact_face_to_face.pdf

Royal Borough of Windsor and Maidenhead
Library and Resident Services (L&RS)

Enquiries Standard

This policy is applicable to Royal Borough of Windsor and Maidenhead Library and Resident Service

DOCUMENT CONTROL

Managed by: Angela Gallacher	Responsible position: Library and Resident Contact Lead	Version: 6
Contact person: Avril Heaney	Approved by Leisure, Culture and Libraries Overview and Scrutiny Panel.	Date approved: 19 Feb 2019
Contact number: 01628 796979	Next review date: 2021	Status: Draft

Contents

REVISION RECORD

Date	Version	Revision description
May 2002	1	Issued
Oct 2005	2	Reviewed
Aug 2010	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed
Dec 2018	6	Reviewed

1. TITLE

Enquiries Standard

2. POLICY STATEMENT

Customer care in answering enquiries is covered by the Customer Care Standard.

3. PURPOSE

This standard covers enquiries received at all staffed Library and Resident Services (L&RS) hubs and Library service points.   All enquiries should be answered so that the customer in all cases should receive an answer appropriate to their needs. This Standard is designed to ensure a consistent practice for dealing with all enquiries that will give the best possible service to customers.

4. SCOPE

Enquiries are a key element in the public library service. Enquiries cover a great diversity of subjects, including information about the library arrangement, leisure interests, fiction, educational projects and work related topics such as business. They may be answered using lending or reference stock including on-line resources. The way enquiries are answered and the accuracy of any information given is of critical importance to these library users. A key element of the statutory library service is that the library can be trusted to provide unbiased, verified and robust information that is not out of date.

5. OBJECTIVE

Including 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:

Directional Enquiries
- any directions to a desk or section of stock within the library
- 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

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 elsewhere.

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

Enquiries of all kinds may be received at any library, at an enquiry desk, issue pod, or via the Borough website.

6.2. Customer Waiting Times

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 two 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 service hub: Four minutes
- Other Libraries: Three minutes

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 five 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 one hour; 100% within four 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.

Directional Enquiries
All should be completed within one to two minutes.

Information Enquiries in Person and by Phone
Maidenhead and Windsor: at least 75% of enquiries completed within five minutes

All other information points: at least 80% of enquiries complete within five minutes

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 three 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 four weeks.

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. 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 some will need to be referred to other libraries 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.

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 it is appropriate in referring calls to outside agencies.

6.7. Staffing

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 Library and Resident Services.

7. ROLES AND RESPONSIBILITIES

Library and Resident Services Team Leader: Face to Face

8. MONITORING, EVALUATION AND REVIEW

L&RS Management Team, Lead Member for Culture, Communities, Business and Resident Services

9. DEFINITIONS AND ABBREVIATIONS

L&RS – Library and Resident Services

Royal Borough of Windsor and Maidenhead

Library and Resident Services (L&RS)

Physical Presentation and Appearance of Service Standard

This policy is applicable to the Royal Borough of Windsor and Maidenhead Library and Resident Service

DOCUMENT CONTROL

Managed by: Angela Gallacher	Responsible position: Library and Resident Services Lead	Version: 6
Contact person: Avril Heaney	Approved by: Leisure, Culture and Libraries Overview and Scrutiny Panel	Date approved: 19 Feb 2019
Contact number: 01628 796979	Next review date: 2021	Status: Draft

Contents

42

REVISION RECORD

Date	Version	Revision description
May 2002	1	Issued
Oct 2005	2	Reviewed
Aug 2010	3	Reviewed
Nov 2013	4	Reviewed
Mar 2014	5	Reviewed
Dec 2018	6	Reviewed

43

1. TITLE

Physical Presentation and Appearance of Service Standard

2. POLICY STATEMENT

This policy covers the physical appearance of all service points where Library & Resident Services are 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
- Town Hall Reception
- York House Customer Services

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 is also relevant to this standard.

6. POLICY DETAILS

6.1 External appearance

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 [*eg* window frames, steps]
- Windows clean
- Grounds well maintained with grass cut, hedges clipped etc.
- Mobiles and Containers to be regularly washed

It is essential that public buildings should be accessible to all as required by the Equalities Act 2010. These aspects are covered in the Access Policy but it is important to note that visual factors will affect how accessible the building appears to customers.

44

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.

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.

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

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.

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.

Levels of lighting are described in the Access Policy

Furniture and equipment

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 style with other furnishings.

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.

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

Seating should conform to the Access Policy and standards.

6.3 Signs and guiding

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.

Any charges relating to services must also be clearly displayed.

6.4 Staff pods and enquiry desks

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.

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 Notices and posters

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.

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

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

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

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.]

6.6 Leaflets

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

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 Displays and exhibitions Policy for priorities on which leaflets to display.]

6.7 Dress and personal appearance

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 *eg* track suits, trainers, T-shirts, sweat shirts, blue jeans or other clothing with logos [except those designed specifically for the service.]

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

46

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.

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

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.

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

- Torn, patched or dishevelled 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]
- 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

Library and Resident Services Lead

8. MONITORING, EVALUATION AND REVIEW

Lead Member for Culture & Communities, Library & Resident Services Management Team

Royal Borough of Windsor and Maidenhead

Library and Resident Services (L&RS)

POLICIES AND STANDARDS

Public Computers, Wi-Fi and Internet Access Policy

This policy is applicable to Royal Borough of Windsor and Maidenhead Library and Resident Services Service

DOCUMENT CONTROL

Managed by:	Responsible position:	Version:
Angela Gallacher	Paul Noakes	10
Contact person:	Approved by:	Date approved: 19 Feb 2019
Paul Noakes	Culture and Communities Overview and Scrutiny Panel	
Contact number:	Next review date:	Status: DRAFT
01628 796979	2021	

Contents

48

REVISION RECORD

Date	Version	Revision description
May 2002	1	Issued
Oct 2005	2	Reviewed
Mar 2009	3	Reviewed
Jan 2013	4	Reviewed
Dec 2013	5	Reviewed
Mar 2014	6	Formatting
Feb 2016	7	Formatting
May 2016	8	Formatting
Jun 2018	9	Reviewed
Dec 2018	10	Reviewed

49

1. TITLE

Public Computers, Wi-Fi and Internet Access Policy

2. POLICY STATEMENT

The Royal Borough of Windsor and Maidenhead Library and Resident Services (L&RS) provide public access to computers, Wi-Fi, the Internet and Microsoft Office software for library customers as part of its role to provide access to cultural, leisure, information and educational resources.

3. PURPOSE

To provide and monitor public access to the Internet, Wi-Fi and computers.

4. SCOPE

This policy covers:
- Access to computers and computer charges
- Using the public computers safely and securely
- Using the Wi-Fi facilities
- Your responsibilities and misuse

5. OBJECTIVE

To ensure library users and staff have clear guidelines on public use of library PCs and Wi-Fi.

6. POLICY DETAILS

6.1. Access and 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 you select the 'Free Access' or 'Free Use' 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.

50

6.1.2. There are designated Children's computers in most RBWM libraries where games, selected Internet sites and Microsoft Office software are available for children to use without any charge or time limit. There are also computers available to view the online library catalogue free of charge.

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 scanning facilities at all static libraries.

6.1.4. 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 intervention.
- Children aged 12-14 may have access as long as they have permission from their parent or guardian. The parent or guardian must sign a consent form, and the child's library card is then activated so that they may access the Internet themselves.
- Children aged 11 and under may only access the adult public computers with their parent or guardian present using the parent's library card, to ensure supervised use and prevent access to inappropriate material based on individual choice. Selected Internet sites and Microsoft Office applications are available for children to use without any time limit on designated Children's PCs.

6.1.5. Charges vary according to the category of users. Library members who are aged between 12-17 get free access, in sessions of 45 minutes. These sessions can be extended depending on availability. Library members with Advantage cards get 45 minutes free per day and are then charged at the same rate as non-Advantage card library members for additional time. Visitors, after signing for a Visitor card, are also charged. The current charges can be viewed at:
http://www3.rbwm.gov.uk/info/200197/libraries/445/libraries_-_price_list/3

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

6.1.7. If you are late, your booking will be held for 10 minutes.

6.1.8. There are charges for printouts made from the public computers. The current charges can be viewed at:
http://www3.rbwm.gov.uk/info/200197/libraries/445/libraries_-_price_list/3

51

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

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

6.2.2.   'Library Free Websites' include a selection of websites that The Royal Borough of Windsor and Maidenhead Library and Resident Services (L&RS) has chosen that can be accessed by all, free of charge. Included in this selection are the premium online resources for which The Royal Borough of Windsor and Maidenhead L&RS pays a subscription, local sites and a few key national sites. For more information please see http://www3.rbwm.gov.uk/info/200341/online_library_resources/398/library_free_websites

6.2.3.   Users of 'Library Free Access websites' and Microsoft Office via the 'Free Access' link are limited to 60 minutes per session, but sessions can be extended subject to availability.

6.3. Safety and Security

6.3.1.   Read the UK Safer Internet Centre advice and tips for Parents and Carers and visit the BBC's Own It website to help keep your child safe online.

6.3.2.   There are restrictions for using the adult public library computers which are based on the age of the use, as detailed in 6.1.4 above.

6.3.3.   Customers should never reveal their username and password for any e-mail or other online services accessed over the Internet, as the individual will be responsible for any misuse of the service that occurs through their account. Similarly customers should not try to log on to any service with another person's details or use someone else's library card.

6.3.4.   Never tick any "remember my details on this computer" options – always remember these are shared public computers. Online financial transactions (banking, shopping, travel, eBay, PayPal and so on) should be conducted over secure connections – look out for the secure padlock icon in the task bar; or make sure that the web address starts with https:// instead of just http://

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

52

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

6.3.7.   Always remember to logout after your session.

6.3.8.   The Royal Borough of Windsor and Maidenhead Library and Resident Services (L&RS) recognises that the Internet is also potentially open to misuse and abuse, and that legitimate users should be protected from illegal and offensive materials. Safe use of the Internet is the responsibility of both the library service and customers. Royal Borough of Windsor and Maidenhead L&RS 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 The Royal Borough of Windsor and Maidenhead Library and Resident Services (L&RS) 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 inappropriate, staff will pass details onto the Team Leader – Digital Support, Improvement and Performance who in consultation with Corporate IT will reach a final decision.

6.3.9.   By using the Internet on a library computer, you are accepting the terms of the Library Public Computer Service User Agreement and you are accepting personal responsibility for any potentially offensive material that you or your children may accidentally or deliberately view. The Library Public Computer Service User Agreement can be seen at https://www3.rbwm.gov.uk/downloads/file/375/library_public_computer_service_user_agreement

6.3.10.   Where necessary RBWM may share computer usage history with the police, probation service or security services when lawfully required to do so.

6.4. Using the Wi-Fi Facilities

6.5. Our free Wi-Fi service operates in all libraries

6.6. The public Wi-Fi network is secured and information transmitted is encrypted but there is a risk that it may be intercepted by others. By using it you are agreeing to abide by the terms and conditions of our   Wi-Fi Acceptable User Policy, which can be seen at http://www3.rbwm.gov.uk/download/downloads/id/376/library_wifi_acceptable_use_policy.pdf

6.7.

<center>53</center>

6.8. Your Responsibilities

6.8.1.   These responsibilities are part of the Library Public Computer Service User Agreement:

6.8.1.1.   I will:

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

6.8.1.2.   I will not:

- tamper with computer hardware, or attempt to install or download software including viruses onto library computer hard drives.
- seek to gain unauthorised access to computer systems or information ("hacking").
- try to access pornographic material.
- try to access materials of religious hatred.
- try to access material inciting acts of violence.
- view, download, copy or transmit any material, which is illegal or may reasonably be viewed as offensive
- cause noise, or display text or graphics that may be reasonably viewed as obscene or offensive.
- use the computer with the intention of profit making, including advertising, commercial email ("spamming"), and chain letters.
- use the computer for the purpose of libel, slander or harassment, or for sending material likely to cause offence or inconvenience.
- violate copyright or software licence agreements.

6.9. Misuse

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

54

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

6.9.3. 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.

6.10. Service development

6.10.1. The Internet is a constantly changing and developing environment, and Library and Resident Services (L&RS) are committed to monitoring and developing services to reflect this.

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

7. ROLES AND RESPONSIBILITIES

Team Leader: Digital Support, Improvement and Performance

8. MONITORING, EVALUATION AND REVIEW

L&RS Lead, L&RS Management Team, Cabinet Member for Culture and Communities

9. DEFINITIONS AND ABBREVIATIONS

10. ASSOCIATED DOCUMENTS

10.1. Library Public Computer Service User Agreement, which can be seen at:
https://www3.rbwm.gov.uk/downloads/file/375/library_public_computer_service_user_agreement

10.2. Wi-Fi Acceptable User Policy, which can be seen at:
http://www3.rbwm.gov.uk/download/downloads/id/376/library_wifi_acceptable_use_policy.pdf

10.3. Privacy Notice Libraries and Customer Contact face-to-face, which can be seen at:
https://www3.rbwm.gov.uk/download/downloads/id/3842/library_and_customer_contact_face_to_face.pdf

55

Royal Borough of Windsor and Maidenhead
Library and Resident Services (L&RS)

POLICIES AND STANDARDS

Stock and Information Policy

DOCUMENT CONTROL

Managed by:	Responsible position:	Version:
Angela Gallacher	**Library and Resident Contact Lead**	6
Contact person: **Lisa Poole**	**Approved by:** **Leisure, Culture and Libraries Overview and Scrutiny Panel**	**Date approved: 19 Feb 2019**
Contact number: **01628 796999**	**Next review date:** 2021	**Status:** Draft

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
Dec 2018	6	Reviewed

1. TITLE

Stock and Information Policy

2. POLICY STATEMENT

This policy covers the handling of and access to stock and information at all Library and Resident Services hubs and Library service points.

3. PURPOSE

Library and Resident Services (L&RS) contributes to the well-being of the Royal Borough of Windsor and Maidenhead resident through the encouragement of self-development, assistance to both formal and informal educational development, and support of the cultural, social, leisure, business and commercial activities of the community.

L&RS 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)
(https://www.legislation.gov.uk/ukpga/1964/75)

L&RS should provide resources for all cultural groups throughout the borough. Each person should be able, through access to resources, 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 L&RS or via the South East Library Management System (SELMS) consortium or the Inter-Library Loan System from the holdings of other library authorities. Access to resources should be provided irrespective of race, religion, age, sex, sexual orientation, ability and social class.

5. OBJECTIVE

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

- To offer all our customers scope and opportunity for self-development, bridging the gap between the information rich and the information poor
- To support education both formally & informally by providing resources and information for lifelong learning

In addition, stock should:

- Contribute towards intellectual, emotional, psychological and social development
- Communicate the pleasure and enjoyment that reading can bring

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

- Develop the use and understanding of language

- Prepare children and adults to become lifelong readers

- Reflect values and experiences in the context of modern day Britain and the wider world

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

- Enlarge and enrich the mind and imagination

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 items will be available for loan to customers, but occasionally 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. 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:

- Books included as part of a mixed media format, *e.g.* books plus disk
- DVDs
- 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. Audio and eBooks automatically return after the due date expires.

6.2 Requests & Reservations

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

Requests for physical items not in stock will be fulfilled using the most appropriate method of acquisition. Methods available are: consider for purchase, via SELMS libraries consortium, or via 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 L&RS 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).

6.4 Stock Provision

All libraries will stock the following physical items:

- Adult Fiction books
- Popular Adult Non-Fiction books
- Children's books, including picture & board books
- Large Print books and Audiobooks

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

 Libraries at service hubs will additionally stock a wider range of Adult Non-Fiction stock. They will also hold local studies collections (which includes a selection of lendable items), books in foreign languages.

6.5 Stock Promotion

L&RS will promote its stock to library customers and to the wider public in order to:

- Encourage and enhance reading
- Encourage library membership and use
- Provide information and guidance to customers
- Encourage exploration of information sources

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

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

As a Statutory Public Library Service the Council will ensure residents are able to exercise their democratic rights and to play an active role in society by providing free, readily available and unlimited access to knowledge and information, remaining strictly politically neutral, in order to enable and facilitate lifelong learning and independent decision-making. Trained library and information professionals will mediate between customers and information resources, ensuring information is reliable and accurate and

that library spaces retain the trust of residents. Reader development and health and wellbeing activity will encourage literacy, enhance community cohesion and help the Council achieve its vision and priorities.

6.9 Donations

L&RS is often asked to accept donations of materials from organisations and members of the public. Once donations are accepted the person 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 L&RS 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 Service Lead.

7. ROLES AND RESPONSIBILITIES

The following roles are responsible for the implementation of this policy within the relevant strands of the Service:

- Library and Resident Contact Lead
- Outreach and Support Team Leader
- Library and Resident Contact Team Leader : Face to Face
- Digital Support, Improvements and Projects Team Leader

8. MONITORING, EVALUATION AND REVIEW

Library and Resident Services Management Team, Lead Member for Culture, Communities, Business and Resident Services.

9. DEFINITIONS AND ABBREVIATIONS

Request – relates to an item not in the Royal Borough's stock

Reserve Stock – closed access stock

Reservation – relates to an item that is in the Royal Borough's stock

L&RS – Library and Resident Services

10. ASSOCIATED DOCUMENTS

Donation Letter

Agenda Item 8

15 APRIL 2019

REPORT	AUTHOR
Braywick Leisure Centre	Julian Bullen
Oaks Leisure Centre	Kevin Mist
Site Visit to a Windsor Leisure Centre Facility	Kevin Mist
Work Programme	Panel clerk
TASK AND FINISH	
None	

ITEMS SUGGESTED BUT NOT YET PROGRAMMED

REPORT	AUTHOR
Site Visit to a Braywick Leisure Centre Facility	Kevin Mist
Site Visit to a Oaks Leisure Centre Facility	Kevin Mist
Annual Report from Parkwood Leisure	Kevin Mist

This page is intentionally left blank