

NOTICE  
OF  
MEETING

**DISABILITY AND INCLUSION FORUM**

will meet on

**MONDAY, 13TH DECEMBER, 2021**

**At 11.00 am**

by

**VIRTUAL MEETING, ON [RBWM YOUTUBE](#)**

TO: MEMBERS OF THE DISABILITY AND INCLUSION FORUM

ANGELA CLARK (CHAIRMAN), LISA HUGHES (VICE-CHAIRMAN), SHARON BUNCE,  
SHARON CARRIGAN, TIM CLARE, PETER HALEY, DOMINIC MANLEY,  
ROBIN PEMBERTON AND COUNCILLORS GURPREET BHANGRA AND  
JOHN BOWDEN

Karen Shepherd – Head of Governance - Issued: 3 December 2021

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](http://www.rbwm.gov.uk) or contact the Panel Administrator **Shilpa Manek** 01628 796310

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## AGENDA

### PART I

<u>ITEM</u>	<u>SUBJECT</u>	<u>PAGE NO</u>
1.	<u>WELCOME AND INTRODUCTIONS</u>  A welcome from the Chairman and introductions of all present.	
2.	<u>APOLOGIES FOR ABSENCE</u>  To receive any apologies for absence.	
3.	<u>MINUTES FROM THE LAST FORUM AND ACTIONS MONITORING</u>  To agree the minutes of the last Forum held on 13 September 2021 and receive updates on the actions.	5 - 12
4.	<u>UPDATE OF MAIDENHEAD REGENERATION</u>  Forum to be addressed by Ian Brazier-Dubber and Emmanuel Ogedengbe.	Verbal Report
5.	<u>UPDATE ON ACCESSIBILITY AT LEGOLAND</u>  A short presentation to be given by Karen Glassey, Operations Director at Legoland.	Verbal Report
6.	<u>SEND STRATEGY CONSULTATION</u>  Kelly Nash, School Support - Area SENCo, Inclusion Service, Achieving for Children, to give verbal update on PaCiP and the SEND strategy consultation.	Verbal Report
7.	<u>PEDESTRIAN SAFETY</u>  Written Update provided by Tim Golabek, Service Lead Transport and Infrastructure. Helen Preedy to update Forum.	Verbal Report
8.	<u>UPDATE OF LIBRARY POLICIES</u>  The Forum to be presented an update on the library policies by Angela Huisman, Library and Resident Contact Lead.	13 - 82
9.	<u>UPDATE ON WEB IMPROVEMENTS</u>  A verbal update to be given to the Forum by Dan Brookman, Head of Transformation.	Verbal Report
10.	<u>BLUE BADGE PARKING - WINDSOR, MAIDENHEAD &amp; ASCOT</u>  Verbal update received from Neil Walter, Parking Principal.	Verbal Report
11.	<u>CONSULTATIONS</u>	83 - 86

Forum to consider the consultations:

- Budget – Attached is Information on how to take part in the budget consultation.
- Adult Day Services Update – Attached is a written update on Adult days services
- Active Travel

12. DATE OF NEXT FORUM

Monday 14 March 2022, 11am.

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# Agenda Item 3

## DISABILITY AND INCLUSION FORUM

MONDAY, 13 SEPTEMBER 2021

PRESENT: Lisa Hughes (Vice-Chairman), Sharon Bunce, Sharon Carrigan, Tim Clare, Peter Haley, Dominic Manley, Robin Pemberton and Councillor Gurpreet Bhangra

Also in attendance: Councillor Maureen Hunt, Oran Norris-Browne and Councillor Donna Stimson

Officers: Shilpa Manek, Daniel Brookman, Angela Huisman and Helen Preedy

### WELCOME AND INTRODUCTIONS

The Vice Chairman, sitting as Chairman, welcomed all to the meeting.

Lisa Hughes commented what a summer of sport we had had, including the phenomenal tennis match.

The Royal Borough had been put on the map by some amazing Olympians and Paralympians. Tom Dean, Moe Sbihi and Jack Beaumont came home with Olympic medals and Louise Sugden claimed Bronze in Paralympic Powerlifting, Jeanette Chippington, at her 7<sup>th</sup> Paralympics and at the age of 51, got to the canoe semi-finals but couldn't defend her title. Another local Paralympian is Tamas Gasper who competed for Hungary at his first games and finished fifth in W1 Archery. Lisa Hughes commented that Tamas Gasper had been a clubmate of hers at Sportsable and had made outstanding progress in the sport.

Lisa Hughes informed the Forum that Chris Humphris, who was a director at SportsAble would be joining the Forum later to give an update on the various sports and other activities offered by others and how people could still participate.

Also, over the summer, the government had published a National Disability Strategy and a new Autism Strategy for England. It was positive that the government was setting out aims and plans but this needed to progress at pace to legislation and actions which reduced or removed obstacles that held back children and adults with disabilities.

At a local level, RBWM had been consulting with residents. Some had now closed but there was still time – and Lisa Hughes urged all to look at the consultations and to contribute to the Big Conversation on Active Travel. It was a great opportunity to highlight specific issues that made it difficult or impossible to walk or cycle in the local area. Sharon Bunce would provide an update on the few places that had been reviewed with councillors and officers but People and Families With Disabilities right across the Borough, also needed to point out issues such as pavement obstructions, lack of dropped kerbs by important places like shops, schools and medical centres or where crossing point improvements are needed. There were three engagement sessions between now and the end of the month where you could find out more.

There were signs that more organisations, including RBWM, were starting to tackle issues affecting PwD and engaging with the Forum to improve places and processes. Last week Tim Clare and Lisa Hughes had helped the Crown Estate review

accessibility at Savill Gardens and Windsor Great Park by being interviewed and filmed. Lisa Hughes commented that Tim Clare was, of course, fantastic and she hoped she hadn't put off prospective visitors!

### APOLOGIES FOR ABSENCE

Apologies had been received from Councillor Bowden, Angela Clark and Claire Watson.

### MINUTES FROM THE LAST FORUM AND ACTIONS MONITORING

**RESOLVED UNANIMOUSLY: that the minutes of the last meeting were a true and accurate record.**

These were proposed by Peter Haley and seconded by Councillor Bhangra.

The regeneration item had been postponed to the next meeting.

### BOROUGH LOCAL PLAN

The Borough Local Plan had been submitted by RBWM to the Planning Inspector in 2017. Since then there had been two Planning Inspection hearings, changes made to the plan and modifications proposed by the Planning Inspector.

The public consultation on the main modifications ended on 5<sup>th</sup> September 2021. The next steps were for the council to collate all the consultation comments and submit them to the Planning Inspector. She would review them and produce a final report. Lisa Hughes had asked the Planning Inspector's program officer for the closing dates of those two actions but hadn't yet received a reply. Once the final report had been issued it would indicate whether the BLP could proceed and come to full council for their approval and become the adopted plan.

### WEB IMPROVEMENTS

Dan Brookman gave a presentation to the Forum.

Dominic Manley asked if the site was currently released. Dan Brookman responded that it was released but the postcode lookup and accessibility was only functioning on the live site, the white space integration was close to complete. The feedback loop would be made live in a few weeks.

Lisa Hughes asked about the different websites, there were at least three that Lisa was aware of. They were [rbwm.gov.uk](http://rbwm.gov.uk), [rbwm.moderngov.gov.uk](http://rbwm.moderngov.gov.uk) and [rbwmtogether.rbwm.gov.uk](http://rbwmtogether.rbwm.gov.uk). Lisa Hughes asked what would happen with these going forward. Dan Brookman explained to the Forum that the [rbwm.gov.uk](http://rbwm.gov.uk) site was the core website and was there for the detailed information and for the council to give core information to residents and for businesses to contact the council. The Moderngov site was an external provider that was a document management system that maintained the council meeting agendas and minutes. The [rbwmtogether](http://rbwmtogether.rbwm.gov.uk) website was a new engagement platform that would have all council consultations where communities could engage with the council and also with each other. The Windsor.gov website was managed by the tourism marketing team, which was also third party but managed by the team. That was not managed by Dan Brookman but all guidelines would need to be followed for that website too. Lisa Hughes asked if any other

websites were planned and Dan Brookman commented that none were currently planned.

Lisa Hughes commented that there were some issues currently that included going through multiple pages to get information. The consultations loading page was very difficult to find, there were no closing dates and once on the page, it was not very clear. It was also a very difficult process to find the council calendar on the website. Lisa Hughes commented that it would be great if these could be looked in to. Dan Brookman reassured the Forum that he would look into these and other feedback given. The Friends of the Website group were also assisting with looking at these issues.

Lisa Hughes then commented that the content on the information pages was out of date. An example was the parking information was incorrect and there was no mention of ShopMobility. Dan Brookman would look into these and if there were any other incorrect or out of date information, the feedback loop would hopefully pick these up. Dan Brookman commented that a six-month check/review would be put into place, which would also help.

Peter Haley commented that he had recently received an invite to a meeting from CCG. The link on the email invite to register for the event was correct and worked but the link to find more information was directed to a generic homepage. It would be very helpful to provide links to specific pages, not just the generic homepages.

Dominic Manley asked if a specific page should be dedicated to disabled issues.

**ACTION: Anyone with comments to send to Shilpa Manek or Helen Preedy to then collate and send to Dan Brookman.**

The Chairman thanked Dan Brookman for attending and giving an update to the Forum.

### COMMUNITY HUB PROJECT

Helen Preedy read out an update on behalf of Jesal Dhokia, Transformation Project Manager. Jesal Dhokia had been keeping the Forum updated during the last few meetings. Helen Preedy highlighted that if any members wanted to join any of the Maidenhead sub-groups and get involved. The details were as follows:

For more information on Maidenhead Embedding Community Response and the sub-groups

Please go to

[www.rbwmtogether.rbwm.gov.uk](http://www.rbwmtogether.rbwm.gov.uk)

A generic contact for all groups is [volunteer@rbwm.gov.uk](mailto:volunteer@rbwm.gov.uk)

There were 5 new sub-groups for Maidenhead, these were:

- Maidenhead Community Empowerment – last meeting on the 9<sup>th</sup> September next date TBC
- Maidenhead Community Safety- Meeting TBC
- Maidenhead Physical Environment Monday 20<sup>th</sup> September 12.30pm-1.30pm via zoom

- Maidenhead Health and Wellbeing- Tuesday 12<sup>th</sup> October 10.30am-11.30am via zoom
- Maidenhead Employment and skill Wednesday 15<sup>th</sup> September 5.45pm-6.45pm

Lisa Hughes asked how many people would be involved in each project and how would the people be asked to get involved and how were councillors getting involved and how much engagement was taking place with them.

**Action : Helen Preedy to feed questions back to Jesal**

### PEDESTRIAN SAFETY

Sharon Bunce, Forum Member, gave an update to the Forum.

There were two issues to report to the Forum about on pedestrian accessibility in Maidenhead and Windsor.

The first one in Maidenhead was identified by Lisa Hughes some time ago and culminated in a walkabout session on 19/8/21 around Queen Street and Broadway near the temporary car park which was attended by Cllrs Stimson & Singh, Tim Golabek (Service Lead – Transport and Infrastructure), Marco Guttilla (RBWM), Sharon Bunce and Lisa Hughes. The aim was to demonstrate the various hazards of crossing the roads at those busy, town-centre junctions and consider mitigations.

As a wheelchair user, Sharon Bunce was able to show the councillors and officers how the hazards affected the safety of wheelchair users. Lisa Hughes invited Councillor Stimson to push her in her wheelchair in order to experience the difficulties of pushing someone across the junction.

The crossing point from the temporary car park towards the town centre was sited close to where traffic, coming from behind you, had the option of going left, right or straight ahead. So you had to look over your shoulder and figure out if cars were going left or ahead and consider if it was safe to cross.

Then you encountered the next problem that you had to cross about 1.5 metres of cobbles as well as the asphalt traffic lane. This was very hazardous for wheelchair users, anyone unsteady on their feet and people with visual impairments and really slowed you down, so unsafe when you don't know what traffic was approaching from behind. Also, the direction that the cobbles were laid in was different to the tactile paving so it removed the cues some visually impaired people used to orient themselves and cross to the other kerb.

Some of the paving around the crossing had sunk so the kerbs weren't flush which was creating a tipping and trip hazard for wheelchair users and others. Some of the tactile paving was broken or not well laid, causing further risks to people with visual impairments.

It was also highlighted that the hazards to people with visual impairment caused by the lack of visual contrast between new cycle racks and the pavement as well as a gully running across part of the pavement.



It was agreed that the pavements had become degraded over time and required updating. It was intended that work to increase safe accessibility and appropriate crossing points in this area would need to be tied in with The Landings construction which was due to start imminently.

Tim Golabek had reported back recently that the maintenance team were actioning some of the items highlighted but that at present the issue with the cycle racks was an outstanding action that may take a while to resolve. We would keep in touch with Tim on this and report back to the Forum at our next meeting.

The other issue identified was in Windsor at the castle precinct. Access restrictions caused by some temporary bollards which had been erected to create outside seating for eateries opposite the castle were highlighted to Tim Golabek as no provision had been made for wheelchair/rollator/trike users or people with visual impairments to cross the castle precinct and Sharon Bunce was pleased to report that these had now been removed.

To contribute to the Active Travel Big Conversation consultation please use this link:

<https://rbwmtogether.rbwm.gov.uk/hub-page/travelforwards>

Links to other relevant consultations on the Disability and Inclusion Forum's Facebook page 'Disability Matters in Windsor and Maidenhead:

<https://www.facebook.com/groups/247376129601111>

Lisa Hughes reminded all that the Active Travel weblink could be used to highlight real time issues.

### LOCAL ACCESS FORUM

Lisa Hughes updated the Forum. Lisa Hughes informed the Forum that Local Access Forums operated across England. They brought together groups like walkers, cyclists and equestrians with landowners and others to consider matters relating to the recreational use of land. They made recommendations to the local authority.

Within the RBWM Local Access Forum, there is an accessibility sub-group that had been documenting several walks in the Borough. The aim was to provide PwD sufficient information to decide whether that walk was accessible for them and to recommend specific improvements that would tackle inaccessibility. It had taken longer than expected but it was hoped to test drive the first walks very soon.

A multi-user sub-group had recently been formed with walking, cycling, riding and accessibility involvement. The sub-group was identifying where fragmented rights of way could be joined up and where footpaths and cycle-ways could become multi-user routes, open to equestrians as well.

Lisa Hughes informed the Forum that construction of the car park at Battlemead had begun. There would be 4 blue badge spaces there.

Dominic Manley asked where further information was available, and Lisa Hughes informed the Forum that it would be on the RBWM Website. All information would be

accessible with many other features. Dominic Manley suggested a function of using maps to show exact routes.

**ACTION: The map function suggestion could be taken back to the Local Access Forum and the Countryside Team.**

## LIBRARIES TRANSFORMATION UPDATE

Angela Huisman gave a presentation to the Forum.

Angela Huisman thanked the Forum for all of their input to the libraries transformation strategy and assistance with the EQIAs.

Dominic Manley thanked Angela Huisman for a very informative presentation. Dominic Manley asked if any libraries had closed as had been suggested. Angela Huisman responded that only one library had closed and that was Eton library. All of the other libraries had remained open, some with reduced hours. There was a container library in Wraysbury. Sunningdale and Holyport would have pop up libraries.

Councillor Hunt asked if the space in libraries was rented out and was it reasonable to rent out? Angela Huisman commented that the spaces were flexible and were rented out and the prices were set at Full Council annually.

Councillor Bhangra commented that it was an excellent presentation and consultation.

Angela Huisman asked if the library policies could be brought to the December meeting and the Forum was happy with that suggestion.

**ACTION: Put library policies item on December agenda**

## SPORTS AND LEISURE

Lisa Hughes welcomed Chris Humphris to the meeting. Chris Humphris was the Director of SportsAble before SportsAble closed. Chris Humphris was very concerned when Sports Able closed to what disabled people would do for sport facilities. Chris Humphris reported that both he and John Jenkins took it upon themselves to contact Leisure Focus to put on activities for disabled people. After discussions, swimming now takes place for disabled people at Braywick Leisure Centre on Saturday afternoons. There are two sessions that can accommodate a total of more than twenty people with disabilities and assistance from volunteers . Other activities were taking place too such as wheelchair basketball on Sundays, Arts and therapy and Boccia. Discussions were in progress for indoor archery. Shooting had moved to Marlow Shooting Club. Wheelchair dance was being considered. Progress had been made and was continuing.

Lisa Hughes asked about table tennis and kayaking and if these would be available to disabled people. Chris Humphris commented that table tennis had been spread across four clubs locally that had happily accepted disabled people. With respect to kayaking, this had not yet been discussed with anyone. Chris Humphris reported that he had joined the Bisham Sailing Club that had a charity attached to it. There were three things to mention about this, there was a wheelyboat which was suitable for disabled people. There was also a sailing club on Wednesdays for disabled people

where a hoist was available. There were also sessions for SEN children from schools in term time. Chris Humphris commented that he also ran a social club and quizzes online.

Dominic Manley asked what had happened to the SportsAble minibus and Chris Humphris informed the Forum that it had been disposed of as it required a lot of work.

Doinic Manley asked how Chris Humphris and John Jenkins were contactable and was advised that Leisure Focus had promised that they would include details on their website soon. There was also a Facebook page called AfterSportsAble where many groups were posting on. The SportsAble website would also soon change to AfterSportsAble.

Lisa Hughes had spoken with Councillor Rayner and asked for support for disabled sport facilities.

**ACTION: Helen Preedy to follow up on this for the next meeting.**

**ACTION: Keep item on agenda**

Peter Haley asked if this was a positive step forward for disabled sport? Chris Humphris found that there were other ways to do the same things, however the concern was that there was no single point of contact for new disabled people that could signpost them to different sports. The need for introductory sessions to new disabled participants at leisure centres and a need to consider how this was promoted. Peter Haley asked if ShopMobility could assist in some way. Chris Humphris and Peter Haley would discuss offline.

Councillor Stimson commented that the council were very happy to support the groups and move forward. Councillor Bhangra agreed.

Chris Humphris informed the Forum that they were looking to put a post in place for a single point of contact. Chris Humphris would keep the Forum updated. Lisa Hughes thanked Chris Humphris for attending and giving an update to the Forum.

Unfortunately, Steph James was unable to join the meeting, so Helen Preedy read out an update on Norden Farm. It read:

RBWM has supported Norden Farm with annual grants however due to budgetary constraints it was agreed that in 2021/22 Norden Farm would receive a reduced grant of £64k with grant funding from the council ceasing in the 2022/23 financial year. In 2019/20 Norden Farm received £158k and in 2020/21 £141k.

An additional pot of £50k was set aside to assist both the arts centres in Maidenhead and Windsor to seek additional funds or appoint consultants to advice on raising additional income. It was agreed that a minimum of £16k of the £50k would go to Norden Farm resulting in a total of £80k in grant funding in 2021/22.

RBWM officers have been holding meetings with Norden Farm to discuss their business plan and future operating model since it was confirmed that funding would be reduced and then cut in 2022/23 and will be working with them to hopefully secure the future of the arts centre in Maidenhead. The council recognises the valuable work of Norden Farm.

Dominic Manley commented that this was shocking as it cost a lot to run Norden Farm.

The Clerk commented that Norden farm reported at the Communities Overview and Scrutiny Panel on a regular basis. The Clerk would inform Forum Members when Norden farm were next presenting.

Councillor Bhangra informed the Forum that there was work in progress that would also be reported at the Communities O and S Panel.

AOB & DATE OF NEXT FORUMS

Dominic Manley asked if the replacement for the property company was in post. The clerk would check and inform the Forum.

Peter Haley commented that the footfall in Maidenhead was still very low. The regeneration was having an impact on the footfall. It was essential to encourage people to come into the town centre.

Lisa Hughes commented that despite recent absences from the Forum, PaCiP were still engaged but going through a reorganisation. The Forum were also trying to engage directly with Young People – through Achieving For Children.

The Forum noted the date of the next meeting was Monday 13 December 2021 at 11am. This would be a virtual meeting on Zoom.

The meeting, which began at 11.00 am, finished at 1.00 pm

CHAIRMAN.....

DATE.....

**Royal Borough of Windsor and Maidenhead  
Library and Resident Contact (L&RC)**

## Child Safety

### DOCUMENT CONTROL

<b>Managed by:</b>  Angela Huisman	<b>Responsible position:</b>  Library and Resident Contact Lead	<b>Version:</b> 7.1
<b>Contact person:</b>  Avril Heaney	<b>Approved by:</b> Head of Revenues, Benefits, Library and Resident Services	<b>Date approved:</b>
<b>Contact number:</b>  01628 796979	<b>Next review date:</b>  2025	<b>Status:</b> Draft

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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
Sept 2021	7.1	Reviewed

## **1. TITLE**

Child Safety

## **2. POLICY STATEMENT**

Child Safety in the Library and Resident Contact 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 allurements 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. Children under the age of eight should always be accompanied by a parent/carer. If a child under the age of eight is not being appropriately supervised, indicate politely and gently to the accompanying adult to keep an eye on the child. If a child under the age of eight has been left unaccompanied in the library, when the adult returns ask them politely and gently to remain with their child in future. It may be necessary to explain the 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 escalate internally. If the

child is under eight, do not let them go home alone. Instead contact the parent or Duty Officer.

### **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 escalate it internally. Never escort a child home yourself. If a parent repeatedly leaves a child unaccompanied at closing time then the library supervisor should contact the parent.

### **6.1.3. Children over 8 years who should be at school**

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

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

## **6.2. Safety Considerations**

### **6.2.1. Safety Information for children**

NSPCC and Childline details are prominently displayed in the library. The Royal Borough of Windsor and Maidenhead Public Internet Access policy covers safe use of the Internet for all customers.

### **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
- Staff are required to attend Safeguarding training

### **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 and encouraged to leave the children's library. Staff should stay with the adult until they have left the children's area and inform a senior member of staff if they remain concerned. Polite notices suggesting only accompanied adults are encouraged to be in the children's or teenage areas are permitted but do understand that sometimes parents select books for their children or teens and should not be discouraged from doing so. However once they have selected the items they should move out of the space.

#### **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 under 13 to be photographed by Royal Borough of Windsor and Maidenhead staff. Young people from the age of 13 can provide their own consent.

### **7. Events and activities**

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

#### **7.1. Royal Borough of Windsor and Maidenhead L&RC 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, ensure the items you use are replaced.
- 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 an unaccompanied child wishes to leave early try to persuade them to stay until they are collected. If you feel, with good reason, that they will be in danger then escalate your concerns internally.
- 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 external visits: The organisation being visited remains responsible for the children. Library staff should not be left alone with the children. Staff must ensure that they are wearing a staff badge.
- 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 Leaders

## **9. MONITORING, EVALUATION AND REVIEW**

Library and Resident Services Management Team and the Deputy Leader of the Council, Corporate & Resident Services, Culture & Heritage and Windsor; Armed Forces Champion

### **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 13 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&RC – Library and Resident Contact

## Royal Borough of Windsor and Maidenhead

### Libraries and Resident Contact (L&RC)

# CUSTOMER CARE STANDARD

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

#### DOCUMENT CONTROL

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Library and resident Contact Lead	<b>Version:</b> 7.1
<b>Contact person:</b> Avril Heaney	<b>Approved by:</b> Head of Revenues, Benefits, Library and Resident Services	<b>Date approved:</b>
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## **1. TITLE**

CUSTOMER CARE STANDARD

## **2. POLICY STATEMENT**

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

## **3. PURPOSE**

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

## **4. SCOPE**

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

## **5. OBJECTIVE**

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

## 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 Leaders

The customer care standard also applies to volunteers.

## **8. MONITORING, EVALUATION AND REVIEW**

L&RS Management Team, Deputy Leader of the Council, Corporate & Resident Services, Culture & Heritage and Windsor; Armed Forces Champion

## **9. DEFINITIONS AND ABBREVIATIONS**

L&RC – Library and Resident Contact



## Royal Borough of Windsor and Maidenhead

## Library and Resident Contact (L&amp;RC)

# Displays & Exhibitions

## Policy

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

## DOCUMENT CONTROL

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Library and Resident Contact lead	<b>Version:</b> 7.1
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## **1. TITLE**

Displays & Exhibitions Policy

## **2. POLICY STATEMENT**

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

## **3. PURPOSE**

To outline Library and Resident Contact (L&RC) 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 (digitally or in folders) 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 Leaders

## **8. MONITORING, EVALUATION AND REVIEW**

Deputy Leader of the Council, Corporate & Resident Services, Culture & Heritage and Windsor; Armed Forces Champion

## **9. DEFINITIONS AND ABBREVIATIONS**

L&RS

L&RC – Library and Resident Contact

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

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Library and Resident Contact Lead	<b>Version:</b> 7.1
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## **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, accurate and current information.

## **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**

Enquiries are requests for information on any subject that require staff directly to assist customers in finding the answer in bibliographies or books, computer databases or the Internet, or other information resources in the library or elsewhere.

Some business, local studies or family history enquiries may be charged for. Charges must be agreed by Full 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 wait longer than the following times for staff to attend to their enquiry:

- Maidenhead Library: 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. 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 90% of enquiries completed within fifteen minutes

All other information points: at least 50% of enquiries complete within fifteen minutes

### **Information Enquiries by post and email**

Urgent enquiries should be responded to on the day of receipt. All enquiries should be acknowledged within two 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.

If enquiries are likely to take more than 30 minutes to research (e.g. some Local Studies enquiries) customers should be informed of the possible charge and their agreement to pay sought beforehand: . [Faxes, microforms and microfiche | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](#)

## **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 library and while many can be answered there and then, some will need to be referred to specialist staff or other libraries.

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 e.g. the Local Studies Team.

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

### **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 Contact Lead

## **8. MONITORING, EVALUATION AND REVIEW**

L&RS Management Team, Deputy Leader of the Council, Corporate and Resident Services, Culture and Heritage and Windsor

**Royal Borough of Windsor and Maidenhead**  
Library and Resident Contact (L&RC)

# Home Library Service Policy

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

## DOCUMENT CONTROL

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Library and Resident Contact Lead	<b>Version:</b> 1.1
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October 2021	1.1	First draft

## **1. TITLE**

Home Library Service 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 the provision of the Home Library service that is a public library service strand of the Library and Resident Contact Service. It includes what the service is, who it seeks to serve, how it is delivered, and how impact assessments will be carried out to measure the needs, rights and expectations of individual users and communities.

## **4. SCOPE**

### **4.1 Home Library Service**

Home Library Service is positioned to cover the geographic remit of the RBWM. The service aims to ensure all residents can access library services regardless of mobility, disability, distance from a static library or any other barrier. The Home Library service is run by library staff and delivered by library volunteers.

## **5. PROCESS OF SERVICE**

### **5.1. Summary of how it works**

Readers can reserve their library requests online / by email / by telephone or by telling library staff or allocated library volunteers what they require. Library volunteers or staff may also select books for readers. Books are picked by staff or volunteers and issued onto mobile library volunteer accounts. If items are selected by staff on behalf of volunteers, issued items are despatched to static library locations for allocated volunteer collections. Volunteers are informed by email that their readers' book packs are ready for collection. Readers and volunteers arrange mutually suitable appointment times for visits. In pandemic circumstances these visits may be limited to a door-step approach.

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

## **5.2. Accessing the service**

Potential home library service readers can contact any static library location to communicate their interest in the service. Library staff on duty will take their details and pass them to the Home Library service team. Potential home library service readers can also go online to complete the web-form [Select and Deliver / Home library service | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](https://www.rbwm.gov.uk) The Home Library service team will make contact via an initial telephone call. During this call, reader's preferences are discussed and an appointment is made to visit the reader, which may include the introduction of the allocated volunteer.

## **5.3. Library membership and loan status**

Home Library service readers and assigned volunteers are identified under the Mobile category status. They will have library loans of at least six weeks and there are no overdue charges. Renewals are subject to items not being requested by other readers and dependent on availability in the wider stock system.

## **5.4. Home Library service volunteers**

Volunteers are recruited and selected for their local proximity to the community areas they agree to deliver within. Volunteers must be adults. Volunteers must also demonstrate the capacity to engage with readers at a social and empathetic level. Volunteers must be interviewed and have the remit of the role explained to them before acceptance. Volunteers must have an enhanced Disclosure and Barring Service (DBS) notification certificate that has been processed by the Library Volunteering and Community Development Officer.

## **5.5. Home Library service volunteer role**

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

## **5.6. Induction for volunteers**

Home Library service volunteers undertake an induction that includes a presentation and explanation of a Confidentiality Agreement, Volunteer's Agreement, Safeguarding Information and Guidance, and the Health and Safety protocol for Lone Working staff and volunteers. The volunteer must read and give their signature for the Confidentiality Agreement and Volunteer's Agreement. The signed documents are scanned and kept as an electronic record, and the hardcopy originals are retained by the volunteer.

## **5.7. Support for volunteers**

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

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

Volunteers can walk or drive to carry out the Home Library service. The Library is unable to compensate mileage expenses when volunteers utilize their personal vehicle to carry out this service. Home Library service volunteers can be allocated at least one reader and will be matched with more housebound readers as mutually agreed between readers, volunteers and library staff supporting volunteers. Allocation evaluations are based on volunteer-reader fit in terms of proximity of locality, diverse reading interests and an interest in helping to reduce social isolation and contribute to improving housebound readers' quality of life.

# **6. IMPACT ASSESSMENTS**

## **6.1. Feedback**

The service has a built-in feedback process – staff are in contact with readers every three weeks via email or telephone to check/confirm book requests. Staff are also in regular contact with volunteers via email or telephone and face-face at the respective library locations volunteers collect and return their book deliveries. Customer service feedback cards may be handed out annually. These will be attached to book deliveries and collected by volunteers. Digital feedback can be given at any time using the Council's compliments, concerns and feedback process: <https://www.rbwm.gov.uk/home/council-and-democracy/contact-us/compliments-concerns-and-feedback> . All feedback will contribute to an on-going cycle of learning and adjusting to how to optimally deliver the service and experience for readers, volunteers and staff.

## **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
- Library Volunteering and Community Development Officer

## **8. MONITORING, EVALUATION AND REVIEW**

- Library and Resident Services Management Team and the Cabinet Member responsible for Libraries will review the implementation of the policy.



**Royal Borough of Windsor and Maidenhead**  
Library and Resident Contact (L&RC)

# ACCESS POLICY

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

## DOCUMENT CONTROL

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Library and Resident Contact Lead	<b>Version:</b> 8.1
<b>Contact person:</b> Angela Huisman	<b>To be Approved by:</b> Head of Revenues, Benefits, Library and Resident Services	<b>Date approved:</b>
<b>Contact number:</b> 01628 796969	<b>Next review date:</b> 2025	<b>Status:</b> Draft

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## 1. TITLE

Library and Resident Contact 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 Contact 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 11 fixed site libraries and the Container Library at Wraysbury cover all the main centres of population in the Borough. The Select and Deliver / Home Library Service visits around 10 sites including residential settings and 90 customers in their own homes. The Select and Deliver / Home Library Service aims to ensure all residents are able to access library services regardless of mobility, disability, distance from a static library or any other barrier.

Pop-up library options are established where demand arises such as at Sunningdale.

## 5. OBJECTIVE

### 5.1. Location standards

- 95% of households to be within two miles of a public library
- 84% 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 Select and Deliver / Home Library Service

## 5.2. Opening hours standards

- Communities with populations between 1,000 and 5,000 to be served by Container, Pop-up or Home Library Services.
- Communities with a population of 5,000 or more to be served by a static library open not less than 13 hours per week.
- Communities with a catchment area of more than 40,000 resident population to be served by a statutory central library open not less than 35 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 Select and Deliver stops were 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 12 hours a week to have access to electronic resources, public PCs and wifi.
- All static 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.
- 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.

## 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 Select and Deliver provision.

## 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 Library card scheme | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](https://www.rbwm.gov.uk/accessibility-library-card-scheme) ensures that customers with special needs such as Dementia and autism are able to use the library service as much as possible. This includes longer loan periods and access times with staff available to assist outside of normal opening hours.

### 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.

## 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

## 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&RC – Library & Resident Contact



# 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.
- 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:  
[Library Byelaws](#)

## Borrowing items

- Books are free to borrow and there is a charge to borrow most audio visual items. The majority of items are loaned for 3 weeks; DVDs are issued for 1 week.
- 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:  
[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. Items requested by other customers may be subject to renewal limits.

## 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.
- 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:  
[Privacy Notice](#)

Royal Borough of Windsor and Maidenhead

Library and Resident Contact (L&RC)

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

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Paul Noakes	<b>Version:</b> 10.2
<b>Contact person:</b> Paul Noakes	<b>Approved by:</b> Head of Revenues, Benefits, Library and Resident Services	<b>Date approved:</b>
<b>Contact number:</b> 01628 796979	<b>Next review date:</b> 2025	<b>Status:</b> Draft

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Feb 2020	10.1	Updated
Sept 2021	10.2	Updated

## **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.

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 12 and above has direct access without staff intervention.
- 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. The current charges can be viewed at:

<https://www.rbwm.gov.uk/home/leisure-and-culture/libraries/libraries-price-list/computers-and-it-services-prices>

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:

<https://www.rbwm.gov.uk/home/leisure-and-culture/libraries/libraries-price-list/computers-and-it-services-prices>

## **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.

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

### 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 user, 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. 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.
- 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. All data on the PC is wiped once you have logged out and you are not able to go back and access this data once the session has ended.
- 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 – Information, Digital and Logistics 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](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](http://www3.rbwm.gov.uk/download/downloads/id/376/library_wifi_acceptable_use_policy.pdf)

## **6.7. Your Responsibilities**

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

6.7.1.1. 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.



6.7.1.2. I will not:

- tamper with computer hardware or attempt to install or download software including viruses onto library computers.
- 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.

## 6.8. Misuse

6.8.1. 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.

6.8.2. 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.

6.8.3. 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.

## 6.9. Service development

6.9.1. 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.

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

## **7. ROLES AND RESPONSIBILITIES**

Team Leader: Information, Digital and Logistics

## **8. MONITORING, EVALUATION AND REVIEW**

L&RC Lead, L&RC Management Team, Deputy Leader of the Council; Cabinet Member for Corporate and Resident Services, Culture and Heritage and Windsor; Armed Forces Champion

## **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](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](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://www.rbwm.gov.uk/sites/default/files/2020-04/PR017C~1.PDF>

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

**POLICIES AND STANDARDS**

# Stock and Information Policy

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

DOCUMENT CONTROL

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Library and Resident Contact Lead	<b>Version:</b> 7.1
<b>Contact person:</b> Samantha Davidson	<b>Approved by:</b> Head of Revenues, Benefits, Library and Resident Services	<b>Date approved:</b>
<b>Contact number:</b> 01628 796979	<b>Next review date:</b> 2025	<b>Status:</b> Draft

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## **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 Service points.

## **3. PURPOSE**

Library and Resident Services (L&RS) are part of the Royal Borough's contribution to the well-being of the individual through the encouragement of self-development, assistance to both formal and informal educational development, and support of the cultural, social, leisure, business and commercial activities of the community.

L&RS exist 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 be multi-cultural in the broadest sense, providing resources for all cultural groups throughout the borough, including those groups whose ancestral language and lifestyle are not predominantly English. Each person should be able to maintain their culture without prejudice or disadvantage and should be encouraged to understand and respect other cultures. Access to these resources may be from the holdings of L&RS or via the South East Library Management System (SELMS) consortium or the Inter-Library Loan System (ILLs) from the holdings of other library authorities. Within the term "multi-cultural" access to resources should be provided irrespective of race, religion, age, gender, sexual orientation, disability 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 multi-cultural Britain and the wider world
- Help people understand and respect their own and others' cultural heritage
- Enlarge and enrich the mind and imagination

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

## **6. POLICY DETAILS**

### **6.1 Access to Stock**

Resources may be provided, as appropriate, by

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

Stock is acquired with the intention of making it easily available. Closed access (Reserve Stock) will only operate where physical conditions impose restrictions on space, or items are of a rare or valuable nature. Most stock will be available for loan to customers, but occasionally 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 11 years of age and are stocked accordingly. A public library is not the only source of material for children and as such they may also have access to materials and media on an adult level at home and elsewhere. The responsibility for a child's or young person's access to, and use of, various media remains with the parent or guardian. Staff, while taking sensible care, are not held to serve "in loco parentis".

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 disc
- DVDs
- Audiobooks

All items that are loaned, whether free or chargeable, will be liable for overdue charges. It is the customer's responsibility to return or renew items in a timely fashion to avoid accruing charges. 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 ILLs from other library authorities and organisations.

Customers can reserve and request eBooks via the library audio and eBook provider websites 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
- Audiobooks

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

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

### **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 a member of the Management Team. It is not possible to withdraw an item from stock for sale on request.

### **6.8 Censorship**

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



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

## **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 which will 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
- Library and Resident Contact Advocacy, Performance and Business Performance Team Leader
- Library and Resident Contact Information, Digital and Logistics Team Leader
- Library and Resident Contact Operations, Partnerships & Community Development Team Leader
- Library and Resident Contact Customer Services Team Leader

## **8. MONITORING, EVALUATION AND REVIEW**

Library and Resident Services Management Team, Lead Member for Corporate & Resident Services, Culture & Heritage and Windsor; Armed Forces Champion

## **9. DEFINITIONS AND ABBREVIATIONS**

ILL – Inter Library Loan

SELMS – South East Library Management System Consortium

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](#)

Royal Borough of Windsor and Maidenhead

Library and Resident Contact (L&RC)

**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

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Library and Resident Services Lead	<b>Version:</b> 7.1
<b>Contact person:</b> Avril Heaney	<b>Approved by:</b> Head of Revenues, Benefits, Library and Resident Services	<b>Date approved:</b>
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## **1. TITLE**

Physical Presentation and Appearance of Service Standard

## **2. POLICY STATEMENT**

This policy covers the physical appearance of all service points where Library & Resident Contact 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
- Container

## **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.
- Container 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.

The view through windows into the interior of the building is also crucial as this represents an advertisement for the service even when service points are closed. Areas on view may include public areas and staff work rooms and rest rooms. 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.

Where possible the Select and Deliver stops should have bus stop style signs at route stopping points, indicating when the Service 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.

'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.

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 Contact Lead

Library and Resident Contact Team Leaders

## **8. MONITORING, EVALUATION AND REVIEW**

Library and Resident Services Management Team and the Deputy Leader of the Council, Corporate & Resident Services, Culture & Heritage and Windsor; Armed Forces Champion



## **RBWM Library Public Computer Service Acceptable Use Agreement**

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

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

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

### **I will:**

- 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.

### **I will not:**

- tamper with computer hardware or attempt to install or download software including viruses onto library computers.
- 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.

RBWM use a virus checker on the public computers, however the council cannot accept any responsibility for ensuring that no viruses are present and cannot be held liable for any damage caused as a result of viruses.

RBWM accepts no responsibility for the quality, accuracy or availability of information for any services accessed via the internet. RBWM assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using our computer facilities.

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

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

**Royal Borough of Windsor and Maidenhead**  
Library and Resident Contact (L&RC)

# Select & Deliver service Policy

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

**DOCUMENT CONTROL**

<b>Managed by:</b> Angela Huisman	<b>Responsible position:</b> Library and Resident Contact Lead	<b>Version:</b> 1.1
<b>Contact person:</b> Joij Chan-Meeson	<b>To be Approved by:</b> Head of Revenues, Benefits, Library and Resident Services	<b>Date approved:</b>
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**REVISION RECORD**

<b>Date</b>	<b>Version</b>	<b>Revision description</b>
October 2021	1.1	

## 1. TITLE

Select & Deliver service 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 the provision of the Select & Deliver service that is a public library service strand of the Library and Resident Contact Service. It includes what the service is, who it seeks to serve, how it is delivered and how impact assessments will be carried out to measure the needs, rights and expectations of individual users and communities.

## 4. SCOPE

### 4.1 Select and Deliver service

The Select and Deliver Service is positioned to arrange public locations that allow for library readers to access their book reservations on a cycle of one, two or three weeks as appropriate. The Select and Deliver service aims to expand the service to ensure all residents can access library services regardless of mobility, disability, distance from a static library or any other barrier. This expansion will offer a drop of book packs at an appointed public location. The Select and Deliver service is run by library staff and delivered by library volunteers. The service is also accessible by care homes / day centres where book collections are taken out on a six weekly cycle at a time agreed between the care home and the service.

## 5. PROCESS OF SERVICE

### 5.1. Summary of how it works

Readers reserve their library requests online or email to [mobile.library@rbwm.gov.uk](mailto:mobile.library@rbwm.gov.uk). Books are picked by staff and issued onto individual reader accounts. Requests can be confirmed by telephone between staff and readers. Issued items are despatched to static library locations for allocated volunteer collections. Volunteers are informed by email that their readers' book packs are ready for collection in advance of the allotted

day / week that the Select and Deliver service applies. Volunteers collect / return the prepared book bags from / to the most convenient static library location.

## **5.2. Accessing the service**

Potential Select and Deliver service readers can contact any static library location to communicate their interest in the service. Library staff on duty will take their details and pass them to the Select & Deliver service team. Potential service readers can also go online to complete the web-form [Select and Deliver / Home library service | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](https://www.rbwm.gov.uk/select-and-deliver/home-library-service) The service team will contact via an initial telephone call. During this call, reader's preferences are discussed, the optimal Select & Deliver location is agreed and an appointment is made to meet at the next Select & Deliver date, where introduction of the volunteer assigned takes place for the respective Select & Deliver location.

## **5.3. Library membership and loan status**

Select and Deliver service readers and assigned volunteers are identified under the Mobile category status. They will have library loans of at least six weeks and there will be no overdue charges. Renewals are subject to items not being requested by other readers and dependent on availability in the wider stock system.

## **5.4. Select and Deliver service volunteers**

Volunteers are recruited and selected for their local proximity to the community areas they agree to deliver within. Volunteers must be adults. Volunteers must be interviewed and have the remit of the role explained to them before acceptance. Volunteers must have an enhanced Disclosure and Barring Service (DBS) notification certificate that has been processed by the Volunteering and Community Development Officer.

## **5.5. Select and Deliver service volunteer role**

Select and Deliver service volunteers collect and deliver book requests / packs to RBWM residents unable to access a static library location. Select and Deliver locations are defined as assigned public stops. Volunteers are encouraged to take the opportunity to converse at a social level with readers during the Select and Deliver meeting time slots. They are also able to gather feedback on reading experiences of delivered books. The purpose is to develop rapport and effectiveness of book stock selection for the service.

## 5.6. Induction for volunteers

Select and Deliver service volunteers will undertake an induction that includes a presentation and explanation of a Confidentiality Agreement, Volunteer's Agreement, the Safeguarding Information and Guidance, and the Health and Safety protocol for Lone Working staff and volunteers. The volunteer must read and give their signature for the Confidentiality Agreement and Volunteer's Agreement. The signed documents are scanned and kept as an electronic record, and the hardcopy originals are retained by the volunteer.

## 5.7. Support for volunteers

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

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

Volunteers can walk or drive to carry out Select and Deliver service. The Library is unable to compensate mileage expenses when volunteers utilize their personal vehicle to carry out this service. They may utilize the Library's vehicle upon completion of the Driver's Declaration form that formally includes the volunteer within the Council's insurance agreement.

# 6. IMPACT ASSESSMENTS

## 6.1. Feedback

The service has a built-in feedback process – staff are in contact with readers via email or telephone to check/confirm book requests. Staff are also in regular contact with volunteers via email or telephone and face-face at the respective library locations volunteers collect and return their book deliveries. Customer service feedback cards may be handed out annually. These will be attached to book deliveries and collected by volunteers. Digital feedback can be given at any time using the Council's Complaints, Comments and Compliments Process <https://www.rbwm.gov.uk/home/council-and-democracy/contact-us/compliments-concerns-and-feedback>. All feedback will contribute to an on-going cycle of learning and adjusting to how to optimally deliver the service and experience for readers, volunteers and staff.

## **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
- Library Volunteering and Community Development Officer

## **8. MONITORING, EVALUATION AND REVIEW**

- Library and Resident Services Management Team and the Cabinet Member responsible for Libraries will review the implementation of the policy.



# Using our Wi-Fi Service

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

## Acceptable Use Policy

- Our Wi-Fi service is available at all libraries.
- The Royal Borough of Windsor and Maidenhead Library and Resident Services cannot guarantee availability or compatibility with all equipment and hardware used with our Wi-Fi service.
- Our Wi-Fi network is secured, information transmitted is encrypted but there is a risk that it may be intercepted by others.
- Printing is not available using the Wi-Fi service but is available using the library computers.
- For more information about online security, go to [www.getsafeonline.org](http://www.getsafeonline.org)
- Library staff are not trained to provide specific Wi-Fi technical assistance to customers. They will not configure your equipment or wireless adapter.

## Your responsibilities:

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

## Royal Borough of Windsor and Maidenhead responsibilities:

- RBWM has a duty to protect you from illegal or inappropriate material held on the Internet. We block some web sites using filtering software, but this software may not always be able to prevent access to such material.
- If you find a web site that has been inappropriately blocked you may request that the site be made available, although RBWM reserves the right to block any site considered to be inappropriate for public access. If you find a web site which you think is unsuitable, please report this to a member of Library and Resident Services staff.
- RBWM is not responsible for equipment or the security of data resulting from connection to Wi-Fi.
- RBWM will not accept liability for any loss or damage that may arise from use of this Wi-Fi service.
- RBWM cannot guarantee response times or the availability of any web site.
- RBWM is responsible for monitoring use of the Wi-Fi service, including web sites visited. Log files of browsing activity are retained for 1 year. As providers of an internet service we are responsible for responding to any official request from the police and for complying with current data protection legislation. If you would like more information on your personal data journey, read our privacy statement: [www.rbwm.gov.uk/sites/default/files/2020-04/PR017C~1.PDF](http://www.rbwm.gov.uk/sites/default/files/2020-04/PR017C~1.PDF)
- If you infringe these regulations relating to the use of the Wi-Fi access your right to use this service may be withdrawn.

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## **Budget 2022/23 Consultation** **The Royal Borough of Windsor and Maidenhead**

The consultation on our proposed budget runs from the 1<sup>st</sup> December 2021 until Monday 31<sup>st</sup> January 2022

The proposed budget for 2022/23 is an investment budget that looks to support our most vulnerable residents while ensuring the council continues to provide high quality services for all communities, organisations, and businesses in the Royal Borough.

Following robust budgets in February 2020 and February this year, the proposals aim to significantly increase levels of investment and growth in key areas, and to deliver the priorities in our Corporate Plan.

Feedback from this consultation will help inform discussions when the draft budget is debated at Full Council on Tuesday 22 February 2022.

To take part in the consultation visit <https://rbwmttogether.rbwm.gov.uk/budget-consultation>. Paper copies of the consultation are also available, on request, in libraries across the Borough.

Yours faithfully,

Communications Team  
Royal Borough of Windsor & Maidenhead  
General email: [communications@rbwm.gov.uk](mailto:communications@rbwm.gov.uk)  
Website: <http://www.rbwm.gov.uk>  
Follow us on Twitter: [@RBWM](https://twitter.com/RBWM)  
Like us on [Facebook](https://www.facebook.com/rbwm)

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## **Day Opportunities Update for the Disability and Inclusion Forum**

**13 December 2021**

Proposals to give residents and carers more choice and flexibility over the kind of day services and opportunities available across the Royal Borough were agreed by Cabinet on 25 November. The Cabinet report and appendices are available on our [website](#).

Day services – also known as day opportunities – include activities, services and day centres for adults with dementia, learning disabilities and additional complex needs who need care and support, as well as their carers who may need respite services.

Following a needs analysis and extensive public consultation during the summer, including with residents who use the services and their families, Cabinet has approved a more flexible and person-centred service, tailored to individual needs and aspirations, that supports independence and choices in the community. The recommendations, revised from the original proposals, take into account the views expressed in the consultation that people still wanted a day centre in Windsor for those who needed it.

Windsor Day Centre and the Oakbridge Centre will close, with Boyn Grove retained as a day centre for older people and people with learning disabilities. This would be complemented by a service out in the community for those people who do not want or need to be building based.

For people with a learning disability who need a building-based service in the Windsor area, a smaller building-based day centre will be available at the Mencap building.

For older people, Windsor also has the Spencer Denney Day Centre run by Age Concern Windsor, and The Old Windsor Day Centre run by Age Concern Slough and Berkshire East, which both already receive grants from the council.

The new approach will start to be implemented from December 2021, with the intention of being fully operational by August 2022. The council will engage with and support residents and families through the transition.

The council will also have the land at Windsor Day Centre and the Oakbridge Centre to secure accommodation for young people with complex needs, so they can continue to be housed in their local area, close to their family, local support networks and services.

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