

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

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REVISION RECORD

Date	Version	Revision description
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. 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.