

## Stockport Libraries Open Libraries Customer Agreement and Induction

### **Customer Agreement**

The Council has a duty to ensure that its libraries are used in a responsible and safe way. This agreement clearly defines the expected behaviour of customers wishing to access libraries during unstaffed hours. By registering as an Open Libraries customer, you agree to abide by our customer agreement.

1. Customers are expected to be alert. If you are concerned that someone may follow you into the library, do not enter.
2. Customers should not open the door to allow anyone into the library during Open Libraries hours, as you will not be certain that the person trying to gain entry has authorisation to use the Open Libraries facility.
3. Customers should only enter and leave the library via the entrance where the Open Libraries key pad is located.
4. Customers should not use the fire door other than in the event of an emergency. The fire door is alarmed but will open in case of fire.
5. Customers should not pass their library card or PIN on to anyone else.
6. If entering as a family an adult will have to use the access panel and the family will need to enter together.
7. Under 16's **must not** be left in the library without a parent or carer.
8. Customers should not attempt to enter any restricted areas or make use of any staff equipment.
9. Customers who incur fines in excess of £6 will not be able to access the library when in Open Libraries mode.
10. Customers are responsible for making staff aware at registration of any pre-existing medical condition which may affect a decision to register the customer for Open Libraries use.
11. Customers who have a medical condition that may pose a risk to themselves in Open Libraries hours, enter the library entirely at their own risk.
12. **In an emergency** customers are expected to react in a positive way should an emergency arise and report any incident to the relevant body in a timely manner. Emergency contact numbers are displayed on the premises and on the back of this agreement.
13. If you notice anything hazardous such as drug paraphernalia or bodily fluids **DO NOT** attempt to touch or move this. Report immediately using the emergency contact number.
14. If any customer is subjected to any violence or aggression from another customer they should remove themselves from the situation and phone the emergency services if required. The customer should also inform Library staff of their concerns within 48 hours of any incident by either emailing [libraries@stockport.gov.uk](mailto:libraries@stockport.gov.uk) or in person at the library.

## Stockport Libraries Open Libraries Customer Agreement and Induction

### **Customer Induction**

Our staff will now take you through the induction checklist and take you on a tour of the public access parts of the building. Once you have been inducted both you and the member of staff undertaking the induction will sign a copy of this document. There will be a copy for you to take away and the other copy will be retained by the library.

### **Demonstration of access to library:**

- Open Libraries key pad location
- Process to enter and exit
- Library card and pin no
- Do not let anyone else tailgate you into the building.
- Loudspeaker announcements prior to closure time and further announcement at closing time or when staff are leaving the building.

### **CCTV:**

There is live monitoring to ensure safety and security and a privacy notice is displayed .

### **Using the computers:**

- Log in procedure
- Acceptable Use Policy
- Length of time allowed
- Warning alerts for end of session
- Close down at end of opening hours
- Do not turn the computer off

### **Unavailable:**

DVD's for hire

Printer/Photocopier: we hope to be able to offer this service in the future.

### **Toilet:**

There will be no access to toilets during unstaffed hours

### **Fire procedure:**

- Explain release mechanism for each door
- Show emergency exits
- Provide layout map detailing exits

### **Explanation of lighting:**

In some libraries just the entrance will be illuminated. As you enter the rest of the lights are on sensors and will light up as they pick up movement. If you do not move for any length of time the lights will go off but movement quickly restores them.

### **Use of other Open Libraries Libraries in Stockport:**

You can use Open Libraries Libraries in Stockport. However you will need to familiarise yourself with the Building Plan and Freephone location for that premise. These will be available in the Libraries.

### **Emergencies:**

- Location of Freephone
  - 5 555 SMBC security for any door or utility emergency
  - **9 101** for police non-emergency
  - **9 999** for Police / fire / ambulance emergency services.

**Stockport Libraries Open Libraries Customer Agreement and Induction**

Customer statements	Tick
<b>I confirm I have read and understood the Open Libraries guidelines on this Customer Agreement and agree to adhere to them.</b>	
<b>I have completed the Customer Induction, including a tour of the building with a member of staff.</b>	
<b>I have seen the Building Plan and Freephone location.</b>	
<b>I am aware of the emergency contact numbers.</b>	
<b>I understand if I use another Open Libraries Library in Stockport I need to familiarise myself with the Building Plan and Freephone location.</b>	
<b>I understand that if I do not adhere to this agreement I will no longer be able to access the Library in unstaffed hours and I will have my Open Libraries status removed.</b>	

**Library Staff Checklist**

Proof of I.D. original sighted (tick box) :

Birth cert/driving licence/passport and Council tax bill, utility bill or bank statement with address on.

Name of Library: .....

Name (print)..... Date.....

**Open Libraries Customer**

I have read, understood and agree to Stockport Open Libraries Agreement pages 1 to 3.

Name (print).....

Email:..... / Tel. Number: .....

Signature (customer).....