

Open+ Customer Agreement

The Council has a duty to ensure that its libraries are used in a responsible and safe way. By registering as an Open+ customer you agree to abide by our customer agreement.

Customers agree to:

1. **Always enter and leave the building via the door where the Open+ keypad is located.**
Fire exits are for use in emergencies only.
2. **Take reasonable steps to prevent anyone entering the library with you unless they are in your family/group.**
Groups such as family groups may enter together, if one member of the group is registered as an Open+ member. Children under 16 must be accompanied by an adult who is responsible for their behaviour. Do not leave anyone in the library who does not have Open+ membership. If you are concerned that someone may follow you in, then do not enter and please do not open the door to allow anyone into the library - they may not be Open+ members.
3. **Respect other people using the library and try not to disturb them**
e.g. if listening to audio output wear headphones.
4. **Protect your library card and PIN, and do not allow anyone else to use them.**

Customers must not:

1. **Unplug, switch off, misuse or damage any library equipment or property.**
2. **Plug any device, such as a mobile phone, laptop etc. into the council data network.**
3. **Access the counter or use any staff equipment.**
Unless you need to use the telephone in the case of an emergency.
4. **Attempt to enter any restricted areas.** *Toilets are not available during Open+ hours.*

Emergencies:

1. In case of emergency, you must leave the building using the nearest fire exit. **Please take responsibility for yourself and leave the building immediately in the case of an emergency or if the fire alarm sounds.**
2. Should an emergency arise then contact numbers are displayed in the library. Dial 999 if necessary.
3. There are CCTV cameras in the library. However if you have any concerns about the use of the library whilst you are present then please let us know as soon as possible by e-mail to central.library@tameside.gov.uk, by telephone or in person at another library.
4. Customers with a medical condition that may pose a risk to themselves in Open+ hours enter the library entirely at their own risk.

- I have read and agree to abide by the library customer agreement.
- I confirm I have received an Open+ induction delivered by library staff.
- I understand that not adhering to this agreement may result in withdrawal of Open+ membership.

Customer Name..... Library card number: 28016.....

Email..... Telephone number.....

Customer signature..... Date

STAFF Name and signature.....