

Welcome to Open + access in Tameside Libraries

What is Open+?

Open+ is utilising new technology to enable access to the library when there are no staff present. Access to the library will be by means of a valid library card and a 4 digit PIN that you will be allocated once you have registered for the service, signed the agreement and been briefed by the staff.

Please note: Under 16s are unable to register for Open+ but are welcome to come to the library during Open+ hours if accompanied by a responsible adult who is registered.

How can I register for Open+?

- You need to register your library card with a member of staff
- You will need to be a full member of Tameside Libraries
- You will need to sign and accept the customer agreement and code of conduct. Customers that do not adhere to this are highly likely to have their eligibility to use Open+ removed.
- The library service reserves the right to refuse to grant Open+ status to customers. An appraisal of previous use of the library will be taken into account when determining eligibility

How will Open+ work?

- You will need to scan your library card and enter your PIN using the scanner and keypad at the designated entrance to unlock the door. It is important that you always have your library card with you; otherwise you will be unable to access the library.
- When the library is unstaffed, the Open+ system will control all the lighting and alarms. There will always be some lighting on but entering the library via your PIN will bring on all the lighting required.
- CCTV cameras will be installed and monitored to ensure the safety and security of you, the equipment, stock and the building.
- An emergency telephone will be available for designated numbers only.
- Fire and emergency procedures will be displayed at the designated entrance
- Loudspeakers will alert you when:
 - the library staff will be leaving the building
 - at closing times when there are no staff on site and the building is closing for the day.
- You **must** leave the building when you hear the alert. At closing times the machines will switch off, the lights will be switched off and the building alarm will be set.
- Please note when library staff leave you will also need to exit the library along with the library staff and then re-enter using your own library card and PIN. This ensures that only registered customers can use the facility in Open+ mode.

What can I do in Open+ mode?

- Borrow, return, renew items and pay charges using the self-service machines
- Pick up and borrow your reserved items which are awaiting collection
- Use our public computers
- Be able to access Wi-Fi

What isn't available in Open+ mode?

- Sale of any goods
- Use of toilet facilities
- Fax machine
- Printing and photocopying will not be immediately available

Customer agreement

The Council has a duty to ensure that its libraries are used in a responsible and safe way and this customer agreement has been developed to clearly define the expected behaviour of customers wishing to access libraries during Open+ hours.

By registering as an Open+ customer you agree to abide by our customer agreement.

Customers that do not adhere to this agreement are highly likely to have their Open+ status removed.

1. Customers should be alert and not allow anybody to follow you into the library. If you are concerned that someone may follow you into the library, then you should not enter.
2. Customers should not open the door to allow anyone into the library during Open+ times, as this person might not be registered for Open+ access to the library.
3. Customers should only enter and leave the building by the designated entrance.
4. Customers should not use the fire doors other than in the event of an emergency. The fire door is alarmed but will open in case of fire.
5. Customers must not pass their card and PIN onto anyone else.
6. If entering as a family, the adults will use the access system and the family can enter together.
7. Under 16s must not be left in the library without a parent or carer.
8. Customers must not access the counter area or use any equipment therein.
9. Customers should not attempt to enter any restricted areas.
10. Customers must not plug any device, such as a mobile phone, laptop etc into the mains or council network
11. Customers must not unplug, switch off, misuse or damage any equipment and other property in the library.
12. Customers who have a medical condition that may pose a risk to themselves in Open+ hours, enter the library entirely at their own risk.
13. Should an emergency arise then contact numbers are displayed in the library. Customers should note that these are emergency numbers only and **must not** be used for anything else.
14. 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 within 48 hours of the incident by e-mail to central.library@tameside.gov.uk by telephone or in person to another library.
15. Please remember to protect your library card and PIN; this is your bank card to the library!

I have read and agree to abide by the library customer agreement

I have understood and signed the induction checklist

Customer Name.....

Library card number.....

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

Customer signature.....

Staff name and signature.....

Date.....