

Build-A-Business: Co-Working Space Tameside

Protocols

1. Contacting the service:

- The space will be promoted via a number of channels, eg. social media, Library Teams, Employment and Skills team, etc.
- Relevant colleagues and partners will be invited into the space and given demonstrations of the services available to ensure effective referrals to Build-A-Business.
- Businesses will be referred to a member of the library team who will talk through the service with them and offer an appointment with the SME Champion or participating staff.
- Businesses will be offered an induction to the space and the service.

2. Accessing the service:

- Initially bookings will be made via the frontline library staff.
- The meeting pod will be bookable in hourly allocations, flexible to the demand on the space.
- Businesses can come in and use the space to work independently or take advantage of the in-house business support offer (see below).
- Users of the space will be encouraged to join our membership scheme, although this is not mandatory.
- The customer experience will be evaluated regularly, monthly then quarterly, to allow for adjustments based on user experience. This will include surveys, user comments and staff observations.

3. Membership Scheme:

The membership scheme will be free to join and include the following benefits

- Library membership card, providing remote access to the Complete Business Reference Advisor database and other resources.
- The Build-A-Business in-house package of support.
- Data downloads from business resources (usually fee-based), including free business to business mailing lists.
- Access to a 3D printer.
- Priority booking for events.
- Information Diagnostic session.
- Inclusion in local networking events.
- Join the B-A-B mailing list for latest news and events.

An induction pack will be provided, either in hard copy or electronic format, explaining the membership scheme.

4. Build-A-Business: the in-house support offer

- Bespoke one to one support*
- Information Diagnostic*:

Businesses can make an appointment with the SME Champion for a one-to-one session analysing their information needs to develop their business planning including demonstrating the databases, booking workshops, and other resources that are available, including signing up to other in-library services (e.g. Digital skills, etc.)

- In depth research support including packaging of information and help from a range of resources customised to individual requirements.
- Guided learning on a range of business databases and their applications
- Assessment of needs using the Business Model Canvas
- IP (Intellectual Property) support
- Comprehensive programme of workshops and activities
- Networking events for local businesses
- Informal coffee mornings for users of the space to meet each other
- Marketplace events with the opportunity to showcase their business ideas and products.

*Available at different hours e.g. evenings and weekends

5. Facilities and features: (free to access)

- Reserved desk space for businesses
- WiFi
- Industry-standard business information databases including:
 - Market research
 - Company data
 - Funding info
- PC access
- Charging points
- Business books and e-books
- Toilet facilities
- Printing & Copying (including WiFi printing via Print My Doc)*
- Access to a 3D printer (with a members only induction)*

*Small fee applies

Additional facilities may include (subject to Covid restrictions):

- Meeting pod for up to four people
- Informal areas for catch ups

Draft Terms and Conditions:

In order to maintain a high standard of facilities within a safe environment and to ensure everyone's enjoyment, please read and observe the following membership Terms & Conditions.

1. General

1.1 Members must use the facilities and equipment for their intended purpose and in accordance with the guidance given by the library staff; this includes any Health and Safety risk assessments.

1.2 When using the space, members must ensure that their behaviour does not constitute a security or safety concern to themselves or others in the space.

1.3 Members are asked to report any issues with the facilities or equipment to staff or the Library Duty Officer as soon as possible. The Duty Officer can be reached via any member of library staff.

1.4 Please inform staff if any personal property is found. Lost property will be stored for one month before being disposed of.

1.5 Members and their guests are solely responsible for any personal belongings, including any personal equipment.

1.6 Prior consent of fellow members and staff should always be sought if wishing to take photographs in the co-working area.

1.8 Staff areas will be clearly marked and access to these areas will be restricted.

1.9 On rare occasions, the service reserves the right to limit use of particular rooms, equipment or facilities.

1.10 Members will adhere to the Libraries [Code of Conduct](#) and [Library Byelaws](#), full copies are available from these links or from library staff.

2. Smoking and Alcohol

2.1 Smoking and E-Cigarette use are not permitted within the building.

2.2 Alcohol is not permitted within the library.

2.3 The area is a working environment. Members are strictly prohibited from using our facilities or operating any equipment whilst under the influence of alcohol or a controlled substance.

4. Internet Access

4.1 Members must abide by the library Internet Acceptable Use Policy.

4.2 Downloads from databases are restricted, if you are unsure please speak to the staff.

5. Health and Safety

5.1 Members must operate any equipment provided in accordance with operation instructions and Health and Safety Guidance (e.g. 3D printer).

6. Using the space

6.1 Members will be issued with a membership pack. Membership is personal and non-transferable.

6.3 Please inform the library staff if you are leaving the booked space before your session is due to end. This helps us to provide the facilities for more businesses.

6.4 In the case of a building evacuation, members will be asked to vacate the building safely, in accordance with the library Health and Safety procedures.

6.5 Designated desk space is bookable. The library staff will endeavour to manage additional requests if the space is full, however further desk allocation cannot be guaranteed.

7. Library Material

7.1 Library materials are available for loan with a current library card. Terms and Conditions apply.

8. Businesses

8.1 Build-A-Business offers support to local businesses and to those in the planning stages. However, members are not permitted to use the library as their registered office address.

9. Intellectual Property

9.1 Members are responsible for their own Intellectual Property rights and can protect them, or share them, as they wish. However, this is a shared space, and you are advised to use discretion.

9.2 Please respect others' Intellectual Property, including copyright. If members would like any further information about Intellectual Property and how to avoid infringement, the Build-A-Business service can help.

10. Membership Rule Changes

10.1 Tameside Libraries reserve the right to revise and amend these Membership Rules as and when required. Members will be provided with an updated copy.

11. Other library users

11.1 Customers are reminded that the library is shared and enjoyed by all. Occasionally there may be groups with increased noise levels. Please speak to a member of staff if this causes any problems. You are welcome to use headphones in the space.

12. Mobile Phones

12.1 Please be aware of other users when using your mobile phone for telephone calls.

13. Privacy

13.1 Build A Business in GM Libraries Tameside will use your personal data for our legitimate interest to improve our services and meet equality monitoring requirements. We will also share this data with our project partners and the European Regional Development Fund (ERDF) management body and its nominated representatives for grant funding purposes. If you opt in to receive marketing from us, we will use your contact information for this purpose. For information about how Tameside Library service will use your personal data, you can view our Privacy Policy at <https://www.tameside.gov.uk/privacypolicy>.

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For more information, enter the [Build A Business](#) website.