



North

Yorkshire County Council

Appendix 1

# Innovation Quality Standards

for Presentation and Behaviour for North Yorkshire Community Libraries

## The North Yorkshire Quality Standards for Community Libraries

### Hosting and welcoming skills:

**We will be friendly and welcoming, sensitive to people's individual needs, so that our customers linger and enjoy their visit, by**

- acknowledging and making eye contact with customers when they arrive (and leave!)
- using positive body language, a calm even tone of voice and being open and approachable
- recognising the different needs of customers and offering assistance where appropriate

### Finding out what people want and providing it, we will

- find out what people want to ensure we give them what they require
- use open ended questions and verify what we are being asked for
- **check that the customer is satisfied** and ask if they need anything else before we leave them

### Presentation

**Our library will be clean and smart inside and out and a pleasure to visit**

- Our opening hours will be clearly visible with a phone number for renewals and our web address
- Our entrance will be clutter free

### Displays

**We will show off our best material**

- Only our best material will be displayed face on
- Books will be shelved in the right order
- Stock will be regularly weeded and current
- Returned books will be made available **promptly**

### **Posters, brochures and community information**

#### **We will support our community by displaying and providing relevant information, by**

- actively encouraging people/organisations to make use of Engage
- displaying posters and leaflets on appropriate equipment/furniture and ensuring they will not be out of date

### **Maintaining High Standards**

Nominated volunteer will perform daily checks on Quality Standards

**Kirkbymoorside Library**  
**Agreed Hours opened by KMSTC**

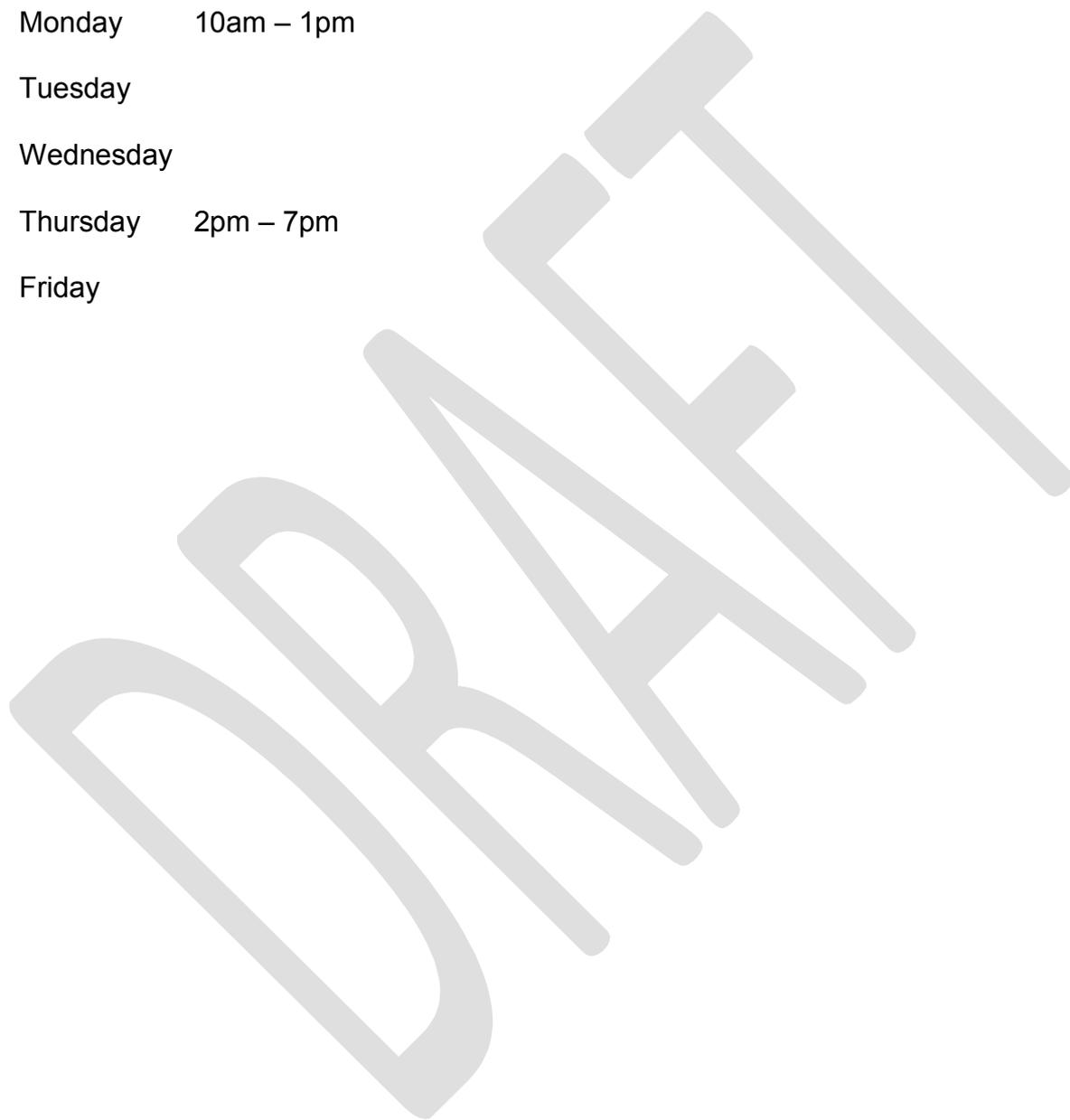
Monday 10am – 1pm

Tuesday

Wednesday

Thursday 2pm – 7pm

Friday





North

Yorkshire County Council

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Appendix 3

# **Volunteers Handbook**

**For**

**Kirkbymoorside Library**

**April 2013**

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## **Work Context and Communications**

Your “base library” is Pickering library internal telephone extension 4556

Other libraries to contact:

On Mondays and Thursdays until 5 pm: Malton 4558/4559; Filey 6158

On Thursdays until 7 pm: Whitby 4351/4352 and Scarborough 4071/4068

Your Service Development Officer (SDO), Heather French is based at Pickering Library. Her internal telephone extension is 6125 she will check on your progress and deal with any issues that you may have.

The library service uses the TITAN telephone network. The telephone must be logged in for use. If the telephone is not logged in, press the key next to “Hot Desk”, then the key next to “Login” and then enter the number 4556 (for the phone on the issue desk) and press the key next to “OK” twice.

Opening hours at Kirkbymoorside library are

<b>Kirkbymoorside</b>	
Monday	10-7
Tuesday	closed
Wednesday	10-5
Thursday	2-7
Friday	
Saturday	10.00-12.30
Sunday	Closed

See branch directory for other contact numbers. Only 0845 numbers for libraries should be given out to the public.

NB Personal use of telephones is not permitted.

Tea, coffee and mugs are provided in the kitchen.

Personal items are best secured in the locker in the staff room. Volunteers are responsible for the security of their own personal items.

## **Procedures and Day-to-Day Service**

1. Opening and closing the Library – please refer to local instructions for this service point in Annex 1.
2. Issue, return and renewal of loanable items in this service point are undertaken by customers using the self-service machine. Full instructions on how to use this are in Annex 2. When items are returned, customers are directed to place them either on the trolley (so they can be re-shelved by you) or into the box (these books can be left in the box and will be dealt with by library staff )
3. Shelving stock – please refer to the shelving instructions in Annex 3. If you are ever unsure how to shelve any item, please ask Heather French, who will ensure relevant training is given.
4. Computers are provided for use by members of the public. Please refer to the Public Internet instructions in Annex 4.

5. Helping people to join the library Anyone of any age can join the library. Community Library Volunteers do not have access to the library management system "Talis" for data protection reasons. Therefore, people can join this library in 2 ways:
  - By themselves online at [www.northyorks.gov.uk/libraries](http://www.northyorks.gov.uk/libraries) . See Annex 5 for instructions.
  - At this library during the hours run by volunteers, by using a pre-activated library card. Please fill in a membership application form with the customer's details so that the customer record can be created, and give the pre-activated card to the customer. They can use this straight away. The generic pin number is 1234 which the customer will have a chance to change once the details have been input on Talis. Please leave the completed application form in a sealed envelope for the Library staff who will post the customer's PIN to them.
6. Reserving Books may be done using the customer's library card number and PIN online at [www.northyorks.gov.uk/libraries](http://www.northyorks.gov.uk/libraries) . Click on the link to 'reserve books and other items', and then ask the customer to type in their library card number and PIN where prompted on-screen. It is then possible to search the online library catalogue and reserve items. See Annex 6 for instructions.

Alternatively make a note of the customer's name, library card number and details of item they would like to request in the message book for library staff to process later. Customers are charged for reservations on collection (see charges sheet for information). Reservations for collection are place in alphabetical order of customer's name on the reservation shelves. Customers will need their library card to issue the item at the self-service kiosk and will be prompted to pay the request fee if applicable.
7. Cash Handling Most payments are made using the coin-op mechanisms. Cashing up of these will be undertaken by library staff. Monies taken by volunteers, eg for computer use, may be retained by the Town Council's library group to be used for the benefit of the library and to support the group's work in the library. Monies taken for goods bought by the Library Service for retail should be left for staff in a secure place, with a note of what has been sold. Once £5 or more is owing on a customer's account they will be unable to issue items at the self-service kiosks and will need to visit the library when North Yorkshire County Council staff are present to pay the charges.
8. Enquiry Work – Community Library Volunteers are expected to provide basic help to customers in the library, but it is not expected that you will undertake complex enquiries or research. Please use an enquiry form to take more complicated customer enquiries and a member of Kirkbymoorside library staff will deal with the query.
9. Answering the telephone – the standard County Council response on answering the telephone to external calls is as follows "North Yorkshire County Council, Kirkbymoorside Library, [Name] speaking, how may I help you?"

If you are unable to deal with the enquiry (e.g. renewing books) please make a note of the customer's name, telephone number, the enquiry and whether or not a response is required and leave in an agreed place for library staff. If you need to use the telephone to place an external call (e.g. to telephone a library customer) please press 9 before dialling the number; you will also need to dial the area code even for local calls.

## Volunteer Tasks

The volunteers' key role is that of facilitator, helping individuals to access the service.

Tasks which volunteers will need to undertake include:-

- Assist people in using the library facility, in a welcoming and inclusive way.
- Helping people to take out library membership.
- Showing people how to borrow, renew and return items and manage their accounts using the Self- service machine.
- Shelving library stock.
- Keeping the library in a neat and welcoming state in line with the Quality Standards provided.
- Showing people how to use the library catalogue (where access is available) to place reservations. This can be accessed online at [www.northyorks.gov.uk/libraries](http://www.northyorks.gov.uk/libraries)
- Assisting people to use the public computers and library on-line resources (where available).
- Contacting the Service Development Officer Heather French or Pickering Library with any queries or suggestions.

## General Operating Matters

1. **Customer Care** - Customer care is of paramount importance and Community Library Volunteers have a key role in delivery of this. It includes:
  - Meeting and greeting customers and making them feel welcome in the library. Helping customers to make best use of the facilities on offer.
  - Providing a service which meets Equality Standards - Library services should be available to everybody. All should be made to feel welcome and no-one should be excluded. North Yorkshire County Council's defines Social inclusion as:

*"The process of ensuring all people have the opportunity to achieve their potential in life; through access to services, good education and skills throughout life, employment, health and by overcoming geographical isolation, poverty and discrimination."*

Libraries can make a valuable contribution to this. They are local and provide access to books and information, including information via the internet.
  - Monitoring Quality Standards –the library should be tidy, clean and well-presented so that it is attractive to customers. Audits are carried out at regular intervals.

With regard to data protection, we have a duty to keep safe personal details of individuals. For example when a customer completes a joining form this should be placed in a sealed envelope and left in an agreed safe place for staff to deal with later.

Sometimes enquiries can be of a confidential nature – e.g. a customer asking for help on finding books about a health problem which they would not wish to be common knowledge.

2. **Comments and Complaints** – Customer comments are a useful source of feedback as to how we are all doing so please encourage people to write things in the Comments book. Sometimes people aren't happy about the service and want to make a complaint. If it is something that you can resolve, we would like you to deal with it, but let us know what they weren't happy with and how you resolved it. If it is not something that you can resolve then ask them to complete the yellow form and send it to Heather French, and she will ensure that it is responded to. Please note that yellow forms can also be used to record compliments, comments and suggestions
3. **Book stock** - It is important that the books on the shelves look clean and well-kept, so if any books are returned dirty or damaged, please put them to one side for Kirkbymoorside Library staff to deal with. Please keep display shelves and display units topped up with attractive and appropriate items. On occasions there may be boxes of stock which you will be asked if you could unpack and shelve.
4. **Surveys and Data Collection** – from time to time, you may be asked by NYCC Library and Community Services to undertake surveys and to supply data about the use the community library. This is important to help us to monitor the effectiveness of the service and to comply with central government requirements. You will be sent guidance for each activity we need you to help with.
5. **Health & Safety** is very important to ensure the library is a safe and comfortable for all customers and people working there. Health and Safety is everyone's responsibility, whether they are a council employee or a volunteer. The Senior Service Development Assistant (Liz Midgley) at Pickering is responsible for a number of key areas with regards to Health and Safety, should you have concerns please contact her on the Pickering library number 0845 300 5157 or email [pickering.library@northyorks.gov.uk](mailto:pickering.library@northyorks.gov.uk)
  - Authorisation to Work – all contractors must sign the Authorisation to Work form before they are permitted to commence work. You should also provide contractors with the

Asbestos folder (bright yellow) for inspection. There is also a form to complete once work is completed. The Authorisation to Work forms and completion of work forms are in a file under the counter. If contractors will not do this, you must refuse to allow them to work and leave a note for library staff explaining what has happened.

- Risk Assessments – NYCC has undertaken a number of risk assessments relating to work in this library. These are on the shelf in the corridor outside the staff room.
- **Provision of Promotional Activities** – Library Volunteers will help to promote events and activities arranged by NYCC and may be required to take bookings for places on the events. Library Volunteers may also organise activities themselves. If you do so, please ensure you discuss this with Heather French and please be aware that a risk assessment may be needed.
- **Home Library & Information Service** is provided by NYCC to deliver books and other materials to people who are unable to access their library, for instance due to ill health or caring commitments. If a customer is interested in receiving this service, please take down their contact details and leave in a sealed envelope instead the hand over book this will be followed up by the Kirkbymoorside Library staff.
- **Stationery and General Supplies** – please leave a note for library staff in an agreed place if any library materials (eg membership forms, library cards) are running low.

#### **Emergencies** –

- In case of building issues (e.g. leaking ceiling) please phone the Service Development Assistant Based at Malton library on 01609 53 4562
- If it is non-urgent (e.g. piece of furniture damaged but not dangerous) then please leave a note for NYCC staff in the handover book under the counter.
- If there is an operational emergency pertaining to the library (e.g. breakdown of the self-service kiosk or the library has to be closed) please notify the Service Development Assistant Based at Malton library on 01609 53 4562

On Saturdays there is a Service Development Officer on duty in the area – you will be sent a record of the name and branch they are working from and Titan number.

## Annex 1

### Opening up Procedures

- Unlock door, push open glass door, and pass through door opposite and turn left down corridor. Turn off alarm by putting fob over “proxy”
- Unlock office door
- Collect key for shutters (pink tag), automatic door (red tag) and RFID kiosk (green tag). These will be in an envelope marked volunteers on top of the key safe in the office.
- Unlock shutters. Access children’s library via interview room (unlocks with master key). Lock to main library shutters is between automatic door and wooden doors.
- Turn on lights. Switches are near door. Hold down while light increases.
- Turn on RFID, close and lock door
- Turn on public computers by pressing the button on the hard drive and the button on the bottom right of the monitor.
- Lock office door
- Check phone is logged on
- New newspapers onto rack and remove old ones
- Open wooden doors and fasten them open.
- Open automatic door with key. 1st position on left = not on automatic
  - 2nd position – ignore
  - 3rd position = door opens and closes on sensor / push button
  - 4th position = door remains open
- Please do not leave keys in their locks, store them in the middle drawer under the till

### Close-down Procedures

- Close automatic door and outer wooden door.
- Windows – check all are closed including upstairs. Doors to classrooms should be locked.
- Back door – please ensure back door is firmly closed.
- Netloan – turn off People’s network computers and monitors.
- People Counter (located at front door) – Check and record on form on blue clipboard under counter.
- Close shutters for Children’s Library. Come out of interview room and lock door.
- RFID – press “Borrow items” button, scan the admin card and press the red button in the bottom right hand corner of the screen. The message will appear “this will shut down the kiosk” so select “yes”. When it says “it is safe to turn off the computer” switch it off at the rocker switch bottom right hand of the machine.

- Close shutters.
- Keys for RFID kiosk, shutters and automatic door should all go in the envelope marked “volunteers” and be left on the key safe in the office.
- Lock office door.
- Set alarm with fob over “proxy” then press “Yes”
- Leave building via front door and lock with key – double turn.



## Annex 2

### Use of Self-Service Machine

#### Intelligent self-issue machine

##### General

This is an introduction and basic instructions.  
There are also notes and a user guide from the supplier.  
Training will also be given onsite with top-ups when requested.

##### Contacts

For general non-urgent procedural queries please contact Heather French ext 6125 or if unavailable Pickering Library ext 4556

For more technical queries or if the query is immediate please contact Systems at Library HQ: Tony Gee/Katrin Wardle 01609 533802 01609 533844.

##### Machine

The machine is connected to the library management system and has two leads. A power lead and a communications lead to the network. It reads the Radio Frequency Identification (RFID) tags on the library items to transmit data to the system.

The machine may include up to four elements:

The self-issue machine  
Receipt printer  
Pay Station – Coin/Note mechanism  
Pay Station - Chip & pin device for credit card transactions.

You will be provided with keys for the self-issue machine front panel and for the Payment Station panel (if present) plus an admin card for the machine.  
Please keep these securely.

##### Startup

- Switch power on at the wall socket
- Open the large front panel on the machine under the book cavity
- When the panel tilts forward a rocker switch is revealed at the bottom right
- Switch on the machine with this rocker
- Machine will start to 'boot up' (connecting the unit to the main computer system) and the panel door can be closed and locked again
- Blue lights will appear on the sides of the machine and note acceptor (if present) and a red light in the library card reader above the book cavity.

##### Tips for operation

The screen displaying the button options is a touchscreen

Customers' library cards are scanned in the slot under the screen with the red laser light. N.B. the card is scanned with the barcode facing upwards. Users should keep their cards handy until they have finished all transactions as they may need to scan it again to access other functions such as payment.

Items being returned, renewed\* or issued are placed in the large book cavity. The machine will be able to read more than one item at a time, up to ten. The screen display will show which and how many items have been read.

When inserting a number of items the tags may overlap and not read, by moving the items in the cavity the system should pick them up.

If there are any items that cannot be read or issued etc a message will display asking for them to be put aside for attention.

There are two receptacles for returned books

A trolley for items that can be returned to the shelves and a wooden box for items that need Library Staff attention e.g. items from another site or that have requests on them.

Screen arrows direct items to the relevant receptacle on discharge.

\*Renewals do not need to have the items present they are done from the library card.

### **Receipt Printer**

The receipt printer is located behind the large front panel on the kiosk and switches on automatically along with the kiosk.

There is no ink cartridge in the printer; the type comes from heat on the paper roll.

If the printer roll is low a warning red line appears on the prints.

### **To change the print roll**

Full details given on page 15 of the User Guide

- Open front panel with the key
- Open the printer by pushing backwards on the button located top left of the printer
- Take old roll out and replace N.B. make sure the leading edge of the paper is coming from the back and out over the top – picture to guide you in the unit.
- Close the printer door making sure the paper is outside and the paper will reset itself and cut off the excess
- Close the panel and lock with the key.

### **Offline**

If connection is lost to the network or the network is down, the kiosk will take itself Offline. This is shown by there being two buttons on the screen for 'Borrow' and 'Return' only. The machine will issue/discharge in this mode.

When the network is back the kiosk has to be put online again.

- Press 'Borrow Items' and scan the Administrators card
- 3rd button down on the right is 'Go Online'
- Press this (it will now show 'Go Offline' this is OK)
- Press 'Exit administration' on the bottom row.
- The screen should now show the normal no. of buttons

Whilst being Offline, a file of transactions has built up; this file should be transferred to update the library system.

- Access admin screen as above
- 1<sup>st</sup> button on the right is 'Transfer backup file'

- Press this and when it has transferred, press 'Exit Administration' as above.

## Shutdown

- Access the admin functions by pressing the 'Borrow Items' button and scanning the admin card.
- The admin screen will appear
- Press the red button on the bottom right of the screen
- 'This will shut down the machine...' press 'yes'
- Please wait – the machine will shut down
- When the black screen appears with the Windows logo
- 'It is now safe to turn off the computer' open front panel with the key
- Switch off with rocker switch bottom right
- Close and lock panel
- Switch off at the wall socket.

## Payment Station

The Payment station will have a coin mechanism and/or chip&pin.

On the coin mechanism, from the top, there is a note acceptor (horizontal with blue light)

Coin acceptor

Lock for panel

Change cavity

Payment is initiated from the buttons and display on the kiosk screen.

N.B. Users should wait until the right screen message appears before inserting money or the transaction may not register.

## Problems with Coin mechanism

Please see also 'User Guide' and 'Dealing with Problems' documents from the Supplier.

As problems with this mechanism tend to be more complex, please check for coins jams etc and then, if necessary, ring the contacts mentioned above for more advice.

If there are problems with the Payment Station, access the panel below the coin acceptor with the key provided.

There is a small display panel with buttons and below that is the coin hopper.

To take the coin hopper out use the two finger holes in the yellow bracket at the top.

- Lift slightly and tilt forward.
- The hopper can now be lifted out.
- Check for any coins jammed or in the wrong tube

N.B. the arms should be reset every time before replacing the hopper.

- Press the yellow button on the display panel twice
- The arms reset in turn.

To replace the hopper

- Drop in at the bottom at a slight angle
- Tilt backwards until the top fits

**Annex 3**  
**Shelving Books**

DRAFT

## Ordinary print

### **Non Fiction –**

These are the factual books and they are shelved according to the Dewey Decimal Classification Scheme. The scheme simply allocates subject numbers to books so that all books on a given subject are shelved together. The books have a label on the spine to show the number they need to be shelved at. The numbers are laid out as a 3-figure number, then a decimal point, then another sequence of numbers. It is important to remember that the numbers after the decimal point are reference codes and not a counted number, so:

- 916.781 is shelved BEFORE 916.8
- 916.781 – the numbers after the decimal point are NOT seven hundred and eighty one – they are a code to represent a specific area of Africa (Zanzibar).
- 916.8 – is a number for books about South Africa.

### **Biography –**

Both Biographies and Autobiographies are shelved in alphabetical order of the surname of the person the book is about. It does not make any difference who the author is. Each book has a spine label, showing a B, then the first four letters of the person's surname. For example, a book about Charles Dickens is labelled B.DICK. Please shelve the books alphabetically according to the information on the spine label. Occasionally, if someone is always known by their first name, they are labelled by that instead. For example, Princess Diana is put at B.DIAN.

### **Fiction –**

These are books containing stories, usually novels but sometimes anthologies of short stories. We shelve in the following categories in alphabetical order of the author's surname:

- **Crime** – these books have a spine label of either a magnifying glass or gun to identify them. The publishers sometimes put the category on the back of the book. We are categorizing as 'crime' any book that involves a crime and a sleuth.
- **Romance** – this applies only to Mills & Boon and Silhouette titles and NOT to any other fiction with a romantic story. In small print these are shelved in random order.
- **Westerns** – publishers generally print the words 'western' on the front and back to identify these.
- **General Fiction** – everything else that doesn't fit into the above categories!

## Large print

These days, large print books are being published with the same kind of covers as ordinary print, which means it can be harder to tell which is which. The majority of books have 'large print' written on the top of the spine and sometimes on the back of the book as well, to help us know which they are.

**Non-Fiction** - shelved in exactly the same way as for the ordinary print.

**Biographies** - shelved in exactly the same way as for the ordinary print.

**Fiction** – shelved alphabetically in order of author's surname. Romance, crime, westerns etc are all shelved in one general fiction sequence.

## Junior

**Non-Fiction** – shelved exactly the same way as for the ordinary print, except there is a J before the shelfmark. For example, J916.8 is a book for children about South Africa.

**Fiction** – this is split into various categories

- **Picture books / board books** – these are aimed at pre-school children, and have lots of pictures and few words. These are put, in random order, in the kinderboxes.
- **Early readers** – these are stories aimed at children learning to read, and all have green spot stickers on their spine. These are put, in random order, on the early readers' shelf.
- **Picture books for older readers** – these are stories aimed at slightly older children who may be reluctant to read. They have a story that is more in depth, and there may be much more going on on a page than in regular picture books. These have yellow spot stickers on the spine, and are shelved on the picture books for older readers shelf.
- **General** – everything else which doesn't fit into these categories

## Teenage

Books aimed at teenagers are all shelved in their own section, and have an orange spot on their spine. Fiction and non-fiction are shelved in exactly the same way as in other sections.

## Audio books

## Annex 4

### Public Computer Service

#### General

The public access to the internet in North Yorkshire libraries is set up with the Netloan booking system.

The PC is set up for direct login which will give Library Users a half hour session unless they have purchased an IT Subscription. When a session is logged out the PC reboots and (as part of this) the history of the previous session is wiped e.g. internet history and saved files.

There is a 10 minute warning on screen before the end of each session.

#### PC start-up

- The power switch is on the front of the processor.
- Once started the PC will boot up and load into the Netloan client screen, please wait

#### Sessions/Logging in and out

##### Check the number lock light is on above the right hand number pad on the keyboard

- Direct Login – the customer's library card number should be typed in the top box 'Borrower ID' and their PIN number in the lower box.
- Click on Login and the Acceptable Use Policy will appear.
- Library Users are allowed up to 30 mins a day unless they have an IT Subscription which extends this allowance. With a 30 min allowance, if a customer has a session of 10 mins the next one will be 20 mins only.
- Available time might be curtailed if there is a pre-booked session starting within the 30mins.
- Booked Session – If a customer has a session pre-booked by library staff their ticket number will display above the boxes at the start time. Login with library card number and PIN as above.
- With either type of session you can logout before the end of the allotted time by double clicking on the Log off icon. The PC will reboot and wipe the history of your session.
- If a customer wishes to extend their session or book a longer session please phone Pickering library asking them to do this remotely using the library card number.

#### Close down

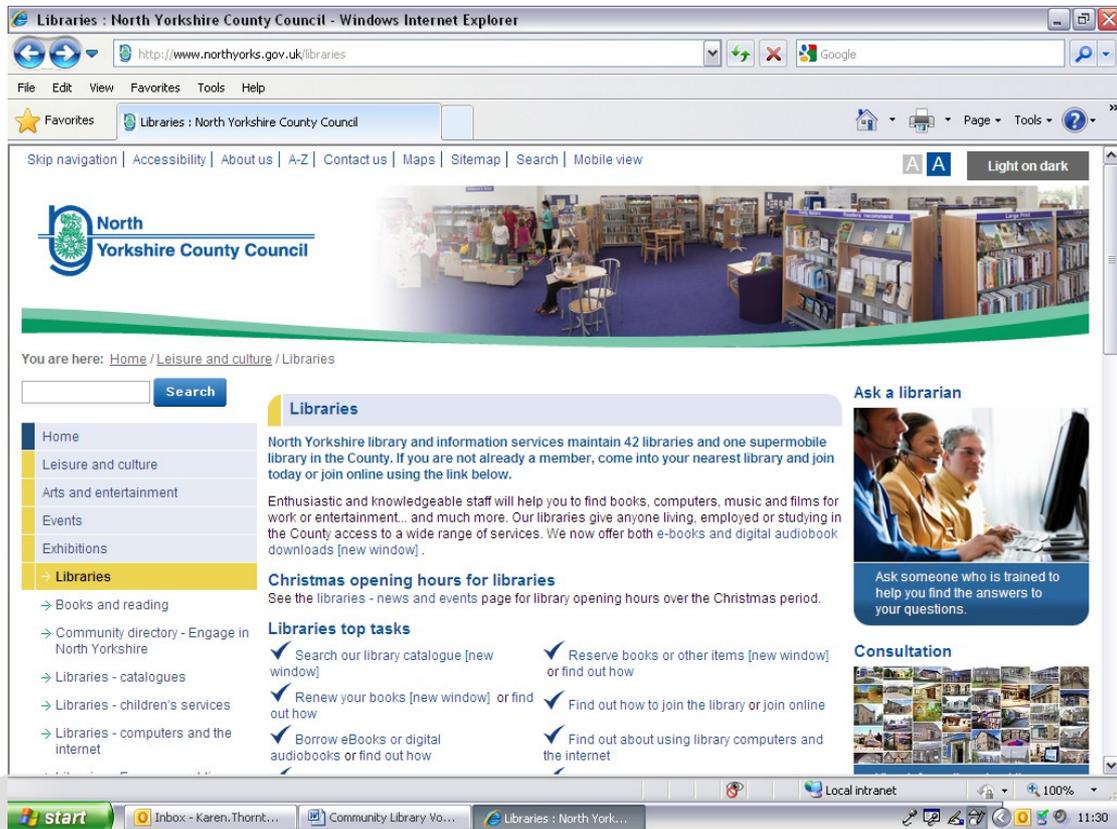
- When the PC is no longer needed you should close it down
- Hold the power button in until the PC closes and screen goes black.

## Annex 5

### How to Join the Library Online

Visit [www.northyorks.gov.uk/libraries](http://www.northyorks.gov.uk/libraries)

Scroll down and click the link in the left-hand menu to “Libraries: How to Join”



The screenshot shows the website for North Yorkshire County Council Libraries. The browser title is "Libraries : North Yorkshire County Council - Windows Internet Explorer". The address bar shows "http://www.northyorks.gov.uk/libraries". The page features a navigation menu on the left with "Libraries" highlighted. The main content area includes a search bar, a "Libraries" section with introductory text, a "Christmas opening hours for libraries" section, and a "Libraries top tasks" section with links for searching, renewing, borrowing eBooks, and reserving items. There are also "Ask a librarian" and "Consultation" sections on the right.

In the paragraph headed “How to join the library” click on the link to the “online joining form”.

Libraries - how to join : North Yorkshire County Council - Windows Internet Explorer

http://www.northyorks.gov.uk/index.aspx?articleid=3150

File Edit View Favorites Tools Help

Libraries - how to join : North Yorkshire County Council

Skip navigation | Accessibility | About us | A-Z | Contact us | Maps | Sitemap | Search | Mobile view

Light on dark



You are here: [Home](#) / [Leisure and culture](#) / [Libraries](#) / Libraries - how to join

**Libraries - how to join**

Joining the library is a quick and easy process. When you have joined your local library you are entitled to use any library in the County using the same card. It is free to join the library and once you have, you can borrow books, CDs, videos, DVDs and PlayStation games. You may also use the internet free for half an hour every day.

**Ask a librarian**



Ask someone who is trained to help you find the answers to your questions.

**Library news and events**



**Home**

Leisure and culture

Libraries

- Books and reading
- Community directory - Engage in North Yorkshire
- Libraries - catalogues
- Libraries - children's services
- Libraries - computers and the internet
- Libraries - European public information centre
- Libraries - fines
- Libraries - home library service

**How to join the library**

You may join the library right now by filling in our [online joining form](#). After registering you will be sent an e-mail confirming your membership (please ignore the ID requirements in the e-mail). Alternatively you can visit a library and join in person. Its free, [you don't need any ID](#) and you don't need to fill in a form.

**Looking after your library card and PIN**

Once you have joined your local library, you can use any of our libraries across North Yorkshire.

https://www3.northyorks.gov.uk/secure/e\_forms/magic/eformindex.cfm?URLFrom=www.northyorks.gov.uk&FormtoFilltr

start | Inbox - Karen.Thornt... | Community Library Vo... | Libraries - how to join...

Complete the online form as prompted. Your library card will be posted to you.

North Yorkshire County Council : Join a Library - Windows Internet Explorer

https://www3.northyorks.gov.uk/secure/e\_forms/generic/main/page1\_new.cfm?MN=GENJL-227-10

File Edit View Favorites Tools Help

North Yorkshire County Council : Join a Library

Light on dark



**Join a Library**

>

**Filling in this form**

Please use this form to apply for a library card. You will be required to enter your personal details, and the name of your local library. Your request will be forwarded to the library, and your card will be ready for you to collect from the library after two working days. This form takes **3 minutes to complete**. Please use the buttons provided on the form to move from one page to another.

\* indicates a mandatory field

For details of how we handle the data you submit using this form please see our [Data Protection pages](#)

For further details on other uses of your information and how to make a subject access request [click here](#).

**Your details**

Title

Done

start | Inbox - Karen.Thornt... | Community Library Vo... | North Yorkshire Coun...

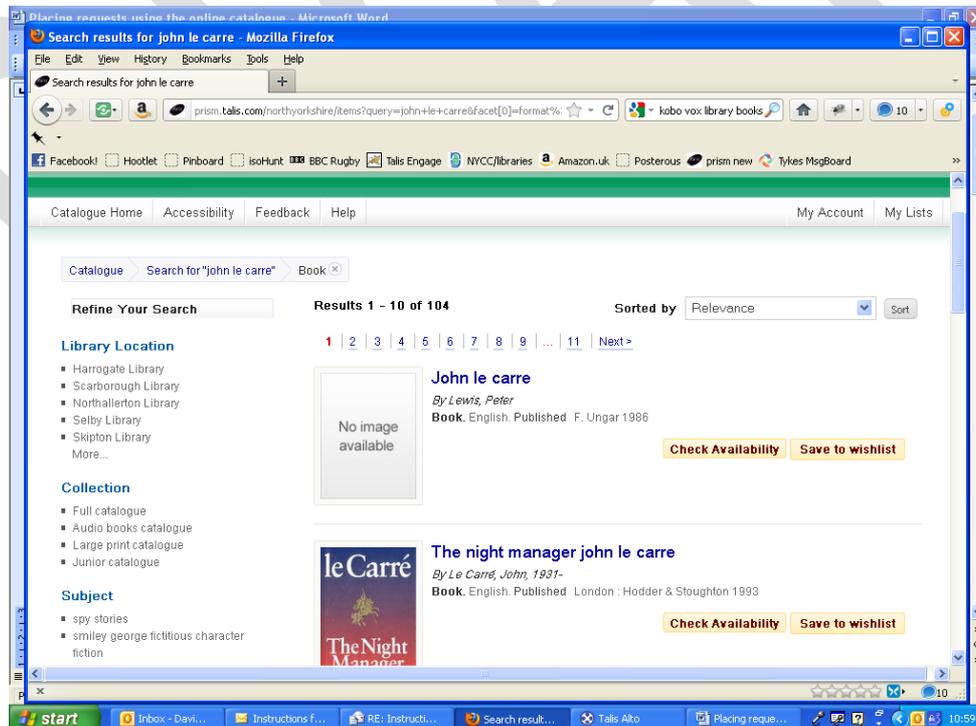
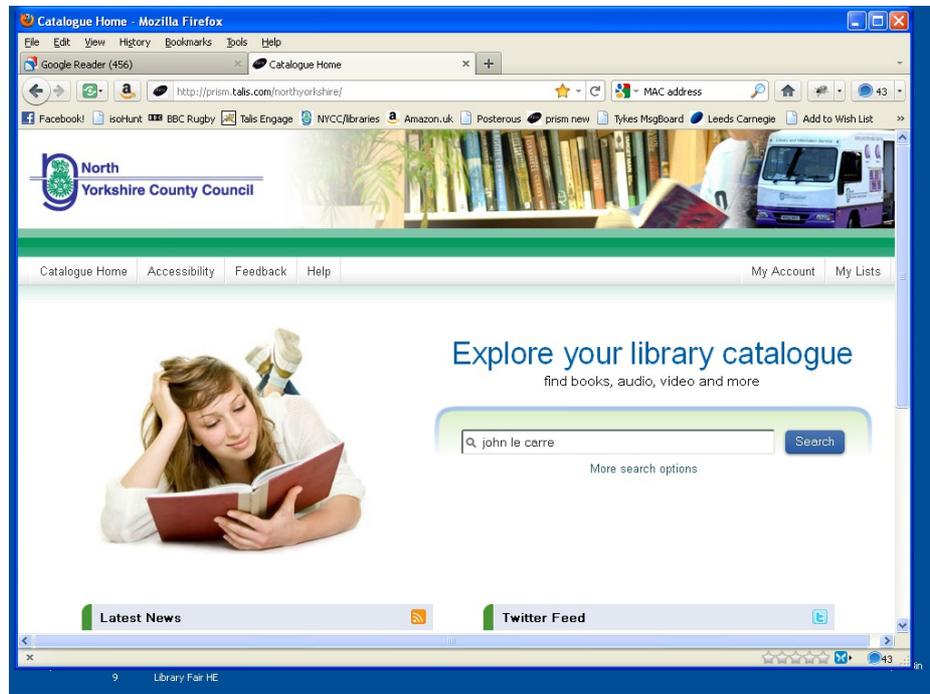
## Annex 6

### Placing requests using the online catalogue

Navigate to our catalogue at the link below and type in your query (author or title) then click the “Search” button

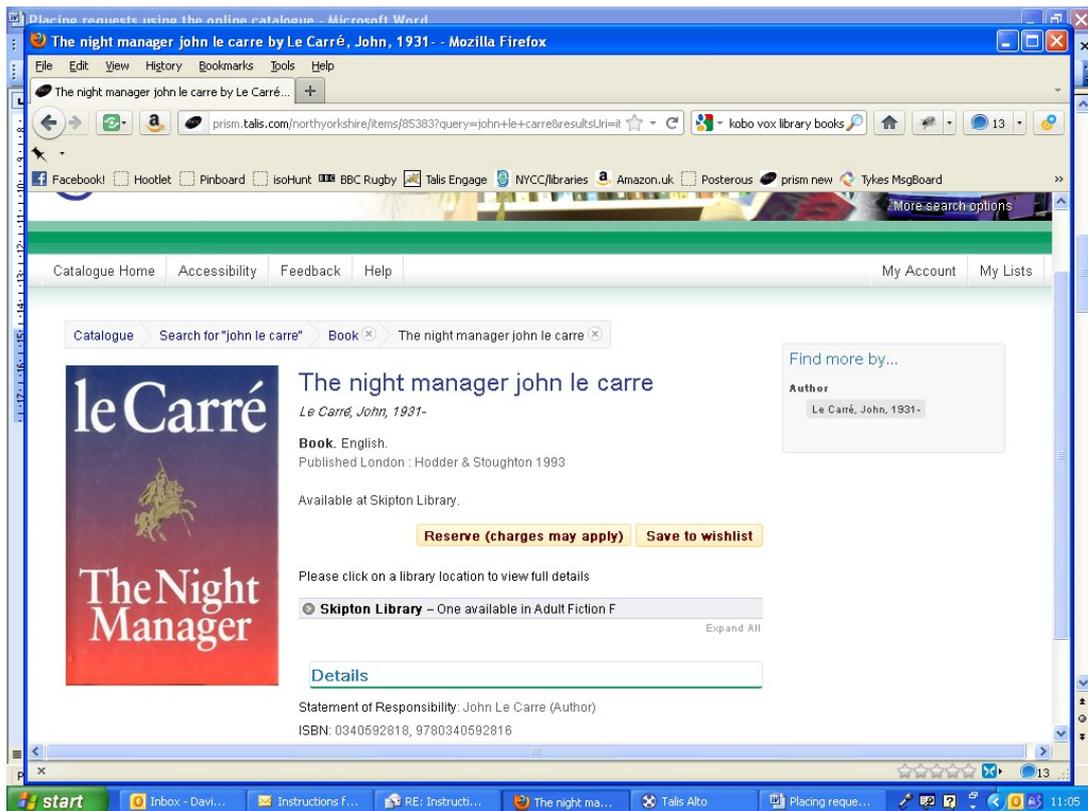
We are using “john le carre” in this example.

<http://prism.talis.com/northyorkshire/>

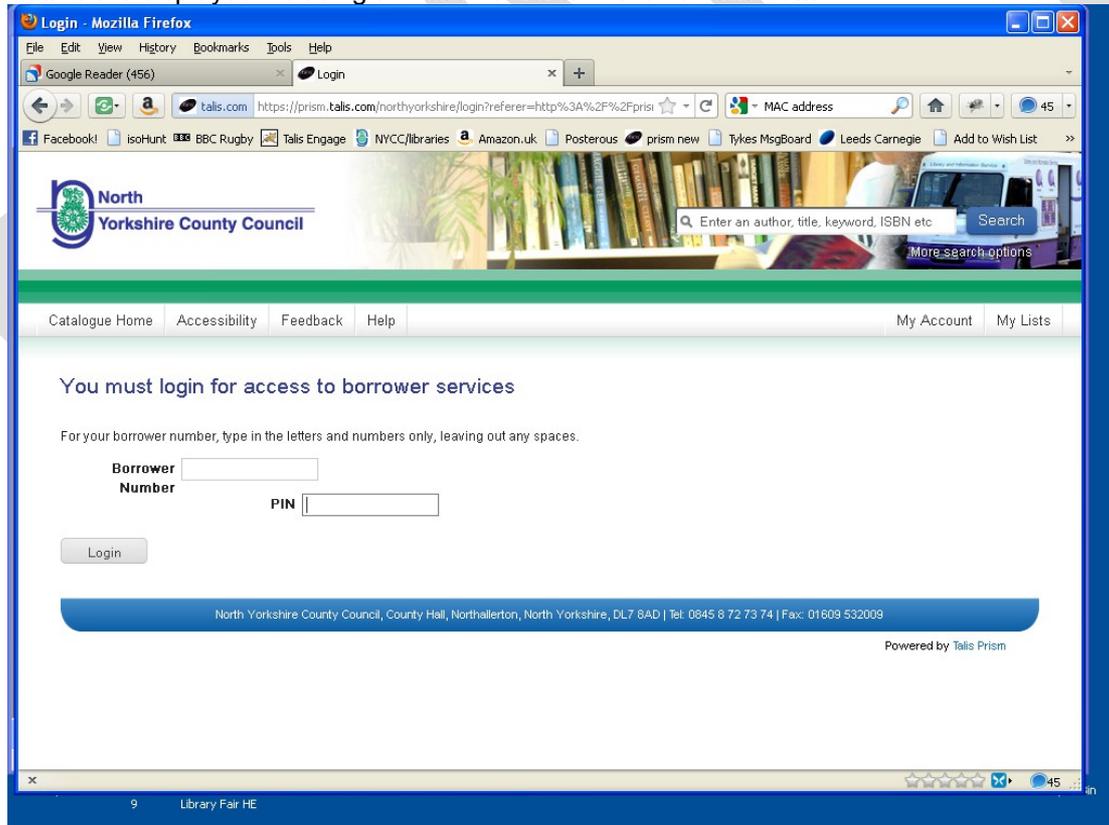


Your results are now showing. But in this case we are looking for a particular book. “The Night Manager”

So click on “Check Availability” to show copies you can reserve.



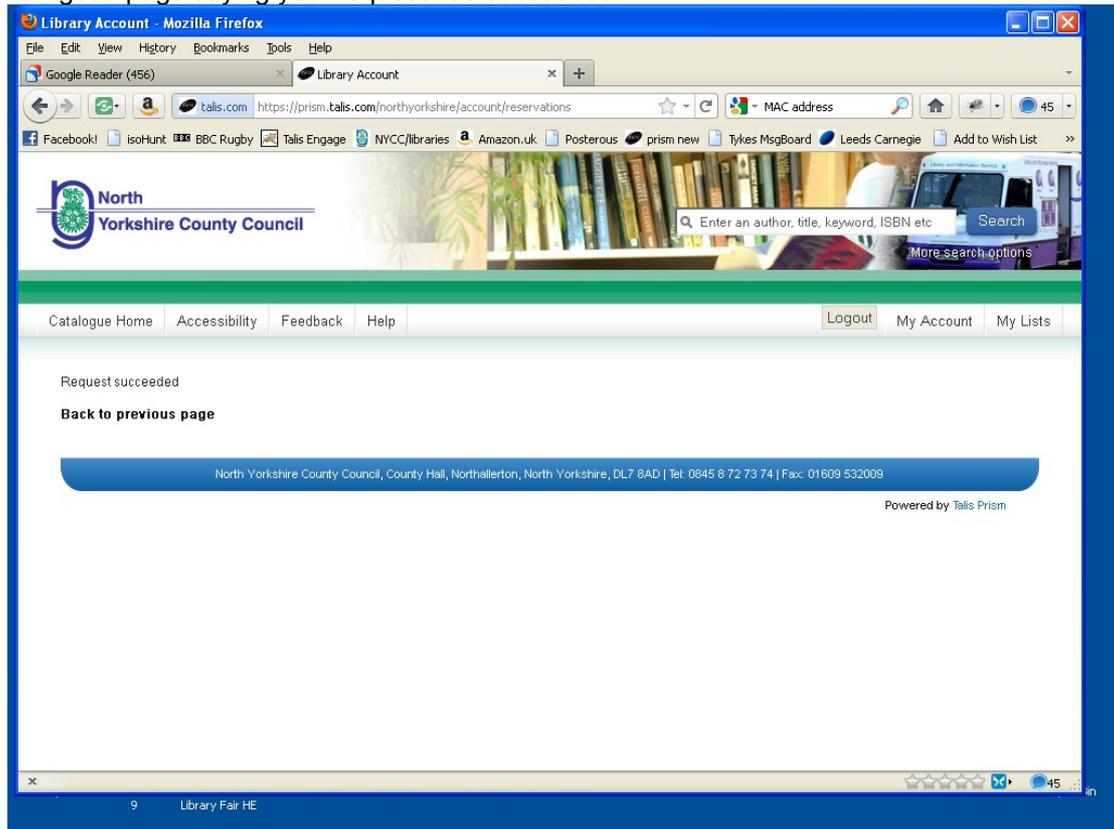
Full details are displayed including a "Reserve" button. Click on this button.



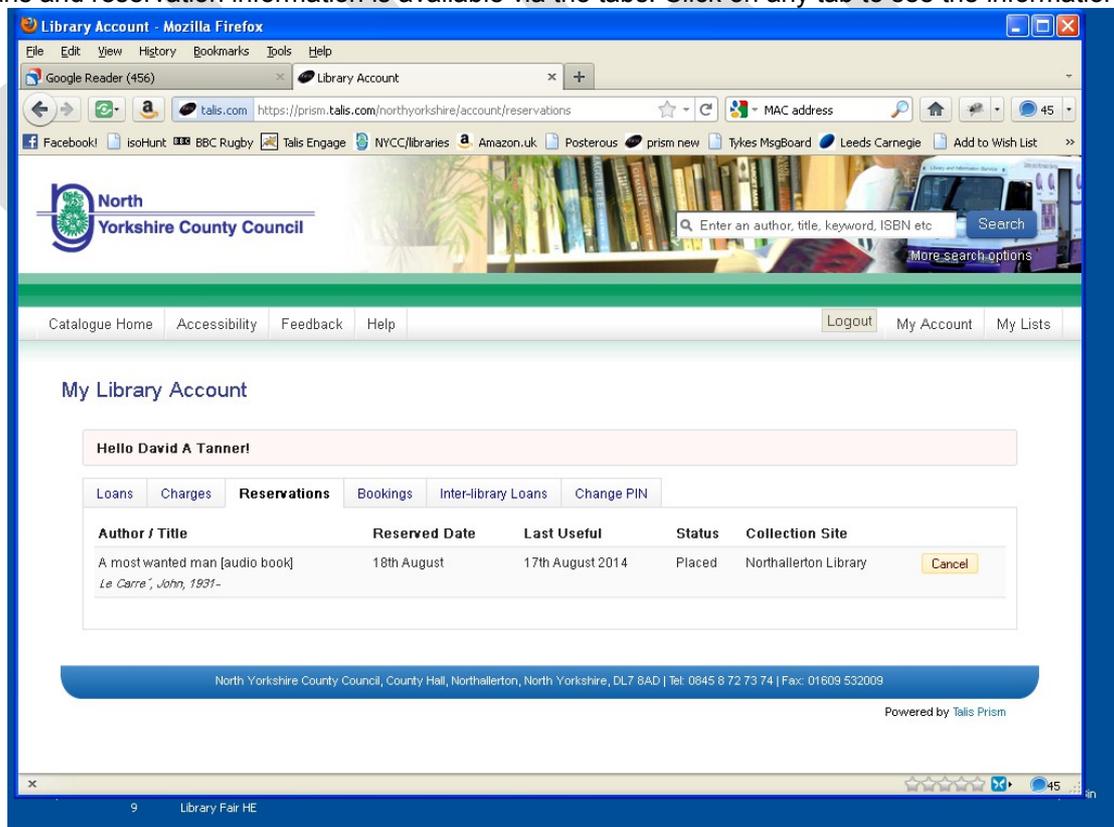
If you are not logged into "My Account" you will now be prompted to via your borrower number and PIN

You can now click the "Reserve" button noting that the Collection site is set to your default library. If you want to collect from other than your regular library, select an alternative from the drop down list before clicking "Reserve".

You will get a page saying your request has succeeded.



To view loans and reservations click on the "My Account" button top right. Loans and reservation information is available via the tabs. Click on any tab to see the information.



## Annex 7

### Useful websites

A range of sites to aid with customer queries/ support.

**Fantastic Fiction** allows you to search by author or title and gives a brief biography of authors and book plotlines.

**People's Network** is a general site for readers, with recommendations, excerpts and much more.

**The Reading Agency** is a national organisation supporting and promoting reading for all.

**North Yorkshire Libraries** site allows access to a raft of online resources and also the libraries catalogue.

**Whichbook** allows you to choose the style of book you would like and then gives you a selection of titles that fits your requirements.

[www.fantasticfiction.co.uk/](http://www.fantasticfiction.co.uk/)

The screenshot shows the homepage of the Fantastic Fiction website. The header features the 'Fantastic fiction' logo in red and green, a promotional banner for 'Plan your escape' with a 40% discount on travel guides, and a 'Free UK delivery' offer from Waterstones. The navigation menu includes 'Home', 'New Authors', 'New Books', 'Coming Soon', 'Most Popular', and 'Top Authors'. A 'Browse Authors' section lists letters A through V. The main content area welcomes visitors and highlights over 30,000 author biographies and over 350,000 books. Search boxes for authors and books are provided on the right. A Facebook widget shows 8,274 likes. The footer includes links for 'Hardback', 'Paperback', 'Audio', and 'Kindle', along with sections for 'New UK hardbacks' and 'Coming soon'.

[Skip Navigation] [People's Network Home](#) | [About us](#) | [Contact us](#) | [Sitemap](#)

# People's Network

Public Libraries changing lives

Online Services from Public Libraries:

[Find a Library](#)

**Enquire**  
your questions answered in real-time by real people

**Discover**  
A mix of images, websites, news and more...

**Read**  
explore books and reading and share them with others

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# read

the reading agency

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**Reading for Life**

**Sign-up for e-bulletin**

**Noticeboard**  
Readers and library events round the country or post information about events. [More](#)

**Training and events**  
**CONSULTANCY** [New consultancy](#) available now. Responding to demand from local authorities. Details and bookings being taken now.

**Twitter**  
[readwithsandy](#) wrote [4 minutes ago](#) Watching

We believe that **reading** can transform people's lives. The more you **read** the more you know. The more you **read**, the more you imagine. The more you **read**, the better you understand, and the better you can connect to people. Our mission is to inspire more people to **read** more.

## [www.northyorks.gov.uk/libraries](http://www.northyorks.gov.uk/libraries)

### Libraries - online information resources

North Yorkshire libraries and information service is pleased to be able to offer free online access to authoritative information sources such as Oxford University Press, Encyclopaedia Britannica and Ancestry.com, amongst others.

You can access the following online information resources from any library computer. You can also use your library card to access them from home or any other computer outside a library.

**New service:** Newsstand [new window]

Use Newsstand to access articles in over 90 national and regional UK newspapers, including the Northern Echo. Each issue of each newspaper is indexed thoroughly, so you can access not only top news stories but also information contained in the various sections of the papers. The indexing covers not only complete bibliographic information but also companies, people, products, etc.

### Other online information resources

- Encyclopaedia Britannica Junior (for ages five to 11) [new window]
- Encyclopaedia Britannica Student (for ages 12 to 18) [new window]
- Encyclopaedia Britannica (for ages 18+) [new window]
- Grove Art Online [new window]
- Grove Music Online [new window]
- Life in Great Britain - citizenship course [new window]
- Oxford Dictionary of National Biography [new window]
- Oxford English Dictionary Online [new window]
- Oxford Reference Online Premium [new window]
- Who's Who and Who Was Who [new window]

The following online information resources are only available via our people's network computers based in each library:

- Ancestry.com  
The premier online tool for family history research

### Ask a librarian



Ask a librarian : This link opens in a new browser window help you find the answers to your questions.

### Library news and events



### Life in Great Britain



## [www.whichbook.net/](http://www.whichbook.net/)

**Kirkbymoorside Library**

**Annual Performance Targets 2013/14**

We collect performance information from all North Yorkshire libraries, which helps us to monitor how well we are serving the people of North Yorkshire and to report to senior managers.

The targets are adjusted each year, based on performance of the previous year and aspirations for the coming financial year.

By opening the library, Kirkbymoorside Town Council will be helping us to reach our targets.

Most of the information is collected automatically by TALIS through the RFID machine but some we need you to collect and send to us (see attached form Appendix 4a)

We will share Kirkbymoorside Library's performance information with you as KMSTC is contributing to this. The SDO will discuss it with you when she visits.

**KMSTC collects**

**Number of Hours Open**

**Number of Visits**

**Number of Volunteer Hours**

**Number of Volunteers – annual figure of the total number of people who have volunteered during the year.**

**COMMUNITY LIBRARY MONTHLY RECORD SHEET – Appendix 4a**  
**Library - Kirkbymoorside**                      **Month/Year**

<b>Date</b>	<b>Hours Open</b>	<b>Visits (reading from people counter at end of session)</b>	<b>Number of Volunteer Hours</b>
1			
2			
3			
4			
5			
6			
7			
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9			
10			
11			
12			
13			
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Please return this sheet by 8<sup>th</sup> of the following month electronically to  
[neil.gaughan@northyorks.gov.uk](mailto:neil.gaughan@northyorks.gov.uk)

### **Criminal Records Bureau (CRB) checks**

Community groups only need to carry out a CRB check on a volunteer if the position requires an individual to have frequent or intensive access to children or vulnerable adults. This might be the case if they are supervising homework clubs or running a story time activity, although if the children's parents are present then no CRB check would be needed. If you are unsure whether an activity would count as having 'frequent or intensive access' and would like more advice please contact Juliet Pudney on 01609 532710 or [Juliet.pudney@northyorks.gov.uk](mailto:Juliet.pudney@northyorks.gov.uk)

Community organisations carrying out functions requiring volunteers to have CRB checks need to use an umbrella organisation which can provide access to the Criminal Record Bureau's standard and enhanced CRB checks service.

North Yorkshire and York Forum is one local organisation which provides an umbrella service. The service provided includes training and ongoing support for organisations and costs consist of a £40 registration fee for each authorised signatory at the organisation plus £12 per check. Other organisations can also provide CRB checking.

For each library North Yorkshire County Council will pay for any necessary CRB checks for their initial group of volunteers. The Active Communities project will cover the £40 registration fee where the Forum is used. Checks will only be carried out when the volunteer role meets the criteria in the first paragraph above.

Thereafter the cost of checks will need to be met by the community group. This ought not to be too onerous as most volunteers will not need to be checked and those who do will only need to be checked every 5 years. It would therefore be a matter of funding checks for new volunteers in specific roles.

## Equalities

The Equality Act 2010 applies to everybody who provides a service to the public. The library service expects community library staff and volunteers to treat everyone who uses their community library with dignity and respect. The Equality Act 2010 describes the legal obligations. What follows is basic information about what the Equality Act requires.

- Service providers must not discriminate against people because of age, disability, sex (gender), sexual orientation, race, religion or belief, transgender, pregnancy or maternity. These are called “protected characteristics”. The following examples illustrate ways of discriminating:
  - Not letting someone use the library because they are a certain age, or race or have a disability would be **direct discrimination**.
  - **Indirect discrimination** occurs when a policy or rule affects some people differently because of a protected characteristic. Only providing services in the evening could result in indirect discrimination against older people or younger children who are less able to use services independently at night.
  - Asking the carer of a child with attention deficit hyperactivity disorder to sit at the back during an author event because of fears that the child might be disruptive would be **discrimination by association**.
  - Not asking someone to join a library reading group because the organiser thinks the person is gay would be **discrimination by perception**.
- Service providers must not victimise anyone because they have complained about discrimination (against themselves or someone else).
- Service providers must not harass anyone because of a protected characteristic. Jokes about age or race or sexuality can be harassment i.e. unwanted behaviour that makes someone feel uncomfortable.
- Service providers have an anticipatory duty to think about the needs of disabled people who might want to use services and make reasonable adjustments to meet these needs before being asked.