Staff Procedure – Open + Membership Agreement Checklist

1. Staff must go through the Membership Agreement with the customer face to face as part of the registration process.

2. State the agreement protects the rights and safety of library customers and staff, library materials, equipment and facilities and ensures a welcoming environment for reading, learning and other library activities.

3. Ask if customer understand that Open+ gives free access to your library when the building is unstaffed

4. Read out all of the conditions of use to ensure customers are aware of their responsibilities.

5. State members have to **agree and sign** up to the following Open + conditions of use:

Tick	Conditions of Use
☐	Members must be aged 16 or over. ■ If a customer is new to the library service, first follow the new member process and then Open+ registration. ■ Perform a registration check on customer details importantly ensuring email address is up to date. ■ NB The customer does not have to provide an email address, but it is strongly recommended to provide service updates as required. ■ Ask if customer has their membership card and PIN to enter in Open+.
☐	Under 16's must be accompanied at all times in the library by a registered parent or carer who is registered for Open+.
☐	Customers must be library members with no history of misusing library facilities. ■ Check customer history on Spydus - refer to the Library Manager if unsure. ■ State Open+ membership requires renewal every 2 years. ■ State that if their library card is not working, they will need to visit during staffed hours.
☐	Customers should not use their membership to allow access to others, except when accompanying under 16's or adults with special needs in their care. ■ State this is for their own personal access only and membership could be withdrawn. ■ State they need to be mindful of others trying to enter the library as they enter of leave the building. Report these incidents via a Customer Comments Card.
☐	The library will not be staffed during Open+ hours and facilities will be available on a self-service basis. ■ Ask if customer knows how to access the kiosks printer, Wi-Fi. ■ Any faults or problems should be notified to staff via email / telephone or by completing a Customer Comments Card (Contact Profile Security Services for any door or utility issue (point out location of phone number).

☐	Customers must understand the emergency procedures for the library and note the location of the emergency telephone. ▪ Location of emergency exit and Freephone telephone (if safe to do so dial 9 101 for police non-emergency or 9 999 Police / fire / ambulance emergency service) and how to operate. ▪ Do not use windows during Open+ hours. ▪ State Intruder alarm will be switched on when building is closed.
☐	All items that you want to take home must be borrowed at the self-service kiosk.
☐	CCTV cameras are in place for your safety and security.
☐	Act upon pre-recorded messages and lighting changes when the library is closing.
☐	Customers are responsible for their own health and safety. ▪ No access to toilets - the nearest Community toilet is state location (check website for specific opening times).
☐	By signing up to Hertfordshire Open + you are stating that you have clearly understood and agree to these conditions using the library as an Open+ customer.

6. Ask the customer to sign and staff initials the relevant part of the form.

7. Provide member(s) the Open+ Membership Agreement leaflet to take away at the end of registration.

8. Staff to explain to the customer the importance of keeping their pin number separate from their library card.

9. Ask customers to check posters regularly and website for opening times.

10. Retain the signed agreement and file alphabetically by Surname and file for 3 months before shredding.

11. Add Open+ access granted trap to the customer's account on Spydus with an apply date of today and an expiry date of + 2 years.

12. Add a message to the Customer's Spydus Account to state:

Open+ membership granted @ XXX Library (add staff's initials and date)
NB Once the message is added to the Spydus Account, staff have to come out of the customer's account and go back in and put the message in the History section of Messages, ensuring a permanent record is held on the account to say where the Open+ access was originally granted.

13. Change the date of the customers library membership registration expiry to today's date + 2 years so that it matches the Open+ registration renewal date.

14. Inform customer of the dedicated telephone line to WGC.