Open Libraries

Community Infrastructure Levy

Pilot Sites

- First pilot - Acle Library 2014

✓ Extend the opening times based around the current service

✓ Looking at the potential application in a range of sites

✓ Gauging customer reaction

✓ Developing the processes and procedures to manage Open Libraries

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Member Lead Review of Libraries 2015

The Member Review Group considered the following models and options for service delivery. These options have been considered within the context of existing service provision, current assets (buildings, ICT, stock, staff), as well as the requirement to make savings.

Of particular relevance in considering these options is the introduction of self-service technology that will enable Norfolk Library and Information Service (NLIS) to maintain or extend library opening hours and provide communities with more choice and flexibility about when and how they engage with the library service.

The technology automatically controls and monitors building access, self-service kiosks, public access computers, lighting, alarms, CCTV and public announcements, enabling libraries to open without staff. If this facility were extended to more libraries, they could continue to be staffed for some of the time as library staff provide an important service to customers, but self-service technology enables libraries to open for longer periods without the need for staff to always be present.

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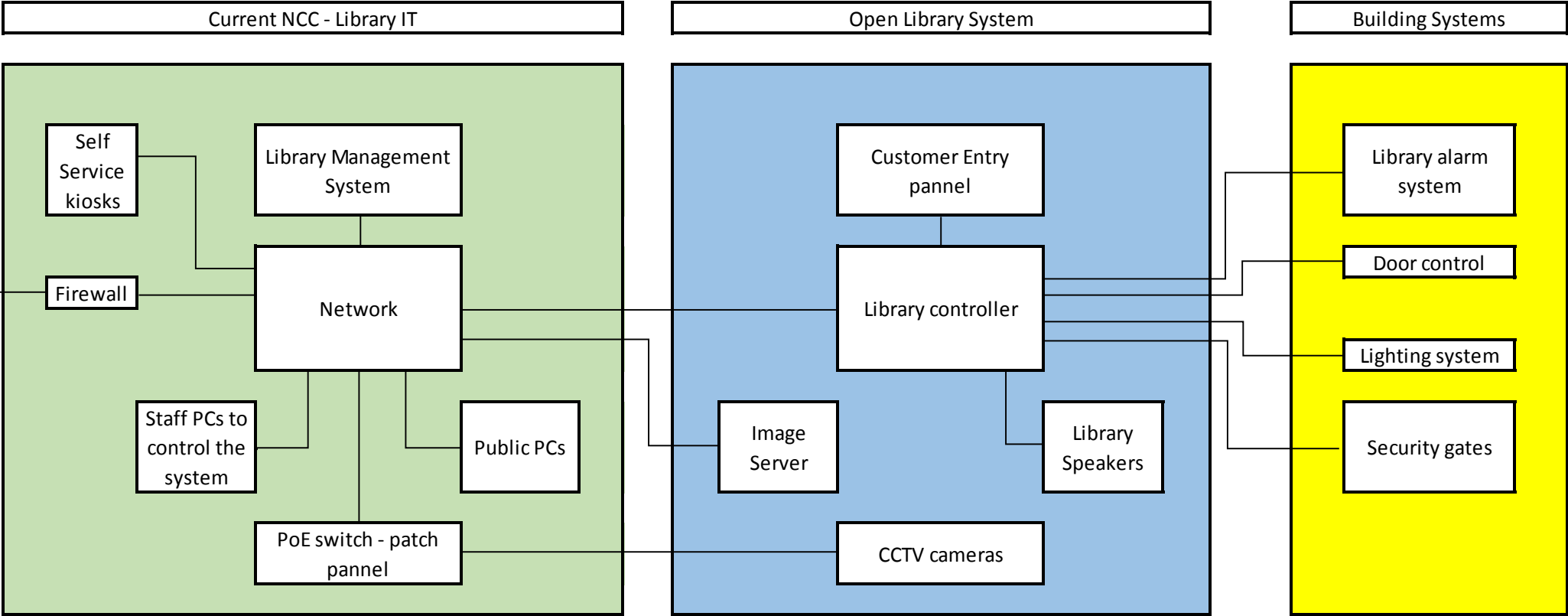
Open Libraries

Open Libraries

	Monday 28/01/2019	Tuesday 29/01/2019	Wednesday 30/01/2019	Thursday 31/01/2019	Friday 01/02/2019	Saturday 02/02/2019	Sunday 03/02/2019
08:00	open+	open+	open+	open+	open+	open+	
09:00	Wol - Turn on (-00:10:00) Alarm - Turn off (-00:02:00) Lights low - Turn on (-00:02	Wol - Turn on (-00:10:00) Alarm - Turn off (-00:02:00) Lights low - Turn on (-00:02 Lights high - Turn on (-00:0 Self-service - Activate (Prin Sound - Play (00:00:00)	Wol - Turn on (-00:10:00) Alarm - Turn off (-00:02:00) Lights low - Turn on (-00:02	Wol - Turn on (-00:10:00) Alarm - Turn off (-00:02:00) Lights low - Turn on (-00:02	Wol - Turn on (-00:10:00) Alarm - Turn off (-00:02:00) Lights low - Turn on (-00:02	Wol - Turn on (-00:10:00) Alarm - Turn off (-00:02:00) Lights low - Turn on (-00:02	
10:00	Staffed		Staffed	Staffed	Staffed	Staffed	open+
11:00	Staffed - Activate (Primary Sound - Play (00:00:00)		Staffed - Activate (Primary Sound - Play (00:00:00)	Staffed - Activate (Primary Sound - Play (00:00:00)	Staffed - Activate (Primary Sound - Play (00:00:00)	Staffed - Activate (Primary Sound - Play (00:00:00)	Wol - Turn on (-00:10:00) Alarm - Turn off (-00:02:00 Lights low - Turn on (-00:02 Lights high - Turn on (-00:0 Self-service - Activate (Prin Sound - Play (00:00:00)
12:00							
13:00							
14:00							
15:00							
16:00						Closed	Closed
17:00						Sound - Play (-00:15:00) Sound - Play (-00:05:00) Sound - Play (-00:02:00) Closed - Activate (Primary Sound - Play (00:00:00) Lights high - Turn off (00:0 Wol - Turn off (00:05:00) Lights low - Turn off (00:25 Alarm - Turn on (01:00:00)	Sound - Play (-00:15:00) Sound - Play (-00:05:00) Sound - Play (-00:02:00) Closed - Activate (Primary Sound - Play (00:00:00) Lights high - Turn off (00:0 Wol - Turn off (00:05:00) Lights low - Turn off (00:25 Alarm - Turn on (01:00:00)
18:00							
19:00	Closed	Closed	Closed	Closed	Closed		
20:00	Sound - Play (-00:15:00) Sound - Play (-00:05:00) Sound - Play (-00:02:00)	Sound - Play (-00:15:00) Sound - Play (-00:05:00) Sound - Play (-00:02:00)	Sound - Play (-00:15:00) Sound - Play (-00:05:00) Sound - Play (-00:02:00)	Sound - Play (-00:15:00) Sound - Play (-00:05:00) Sound - Play (-00:02:00)	Sound - Play (-00:15:00) Sound - Play (-00:05:00) Sound - Play (-00:02:00)		

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Open Libraries

Open Libraries

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Open Library

Extending opening hours at your library

Open Library gives you access to your local library, library materials, public computers and quiet, creative spaces to meet or study even while the building is unstaffed, making the building available at times that are convenient to you.

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Here's how it works:

You'll need to register to use the library during unstaffed hours by talking to a member of staff at the library. You can also find out more by phoning 01603 774777.

Once you have registered, you will be able to scan your library card and type your PIN into the access point near the library entrance.

Please remember to bring your library card on every visit as you will not be able to enter the library without it.

Open Library User Policy

The following User Policy has been created to protect the rights and safety of library customers and staff, for the preservation and protection of library materials, equipment and facilities and to ensure a welcoming environment for reading, learning and other library activities.

Open Library members are subject to the following terms and conditions:

- You must have a full up-to-date library membership and aged 16 or over.
- You must have no recent history of misusing library services.

- Each adult must have Open Library membership to enter outside of staffed hours
- Children under the age of 16 must be accompanied by a parent or carer at all times
- When entering or leaving the library please take all reasonable steps to ensure no-one else enters at the same time. You will be held responsible for the behaviour of anyone you intentionally allow in.
- The library will not be staffed during Open Library hours. There may be other people using the library but they will be unable to assist you.
- Please use all equipment and services responsibly and respect others using the space
- If at any time you feel unsafe, unwell or are concerned that a crime is being committed, please leave the library at once and seek assistance.
- In an emergency or in the event of a fire, please call 999 or 112. Please familiarise yourself with emergency evacuation procedures and evacuation routes for each library you are visiting.
- Please remember that all items that you want to take home should be borrowed through the self service kiosks.

(continued overleaf)

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Open Libraries

- Please make sure you leave the library as directed by the pre-recorded messages when the library closes

- Use of the library when unstaffed is at your own risk. CCTV is installed which monitors the library 24/7 with images recorded. This is for your safety.

By entering the library during Open Library time you are agreeing that you have clearly understood the terms and conditions of using the library as an Open Library customer.

We reserve the right to update these terms and conditions as required, and will notify registered users by updating leaflets and posters in libraries, and on our website at https://www.norfolk.gov.uk/libraries

For general Open Library enquiries please contact us on 01604 774777 or email libraries@norfolk.gov.uk

Thank you for helping to ensure a safe and enjoyable visit to the library for everyone.

Open Library

Extending opening hours at your library

If at any time you feel unsafe, unwell or are concerned that a crime is being committed, please leave the library at once and seek assistance.

- In an emergency or in the event of a fire, please call 999 or 112

For other situations, or to report a problem with equipment, please:

- Call or text the library service on 01603 774777 during library opening hours
- Email us on libraries@norfolk.gov.uk
- Complete an Open Library Comments and Suggestions slip, and place it in the secure box provided.

Our Customer Service Centre can also help customers with a range of service enquiries during normal office hours. You can contact them using the freephone in the library.

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Open Libraries

PHASES 1 & 2 (2017-18)

01 Martham

02 Hethersett

03 Long Stratton

04 Aylsham

05 Swaffham

06 Attleborough

07 Caister

08 Dersingham

09 Sheringham

10 Fakenham

11 Cromer

12 Sprowston

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PHASES 3 & 4 (2017-18)

13 North Walsham

14 Stalham

15 Poringland

16 Wells

17 Holt

18 Mundesley

19 Taverham

20 St Williams Way

21 Dereham

22 Watton

23 Thetford

24 Blofield

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PHASES 5 & 6 (2018-19)

25 Brundall

26 Hellsdon

27 Diss*

28 Wroxham*

29 Plumstead Road*

30 Downham Market

31 Harleston*

32 Costessey*

33 Earlham*

34 Mile Cross*

35 Loddon*

36 Gaywood

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What has having open libraries allowed you to do?
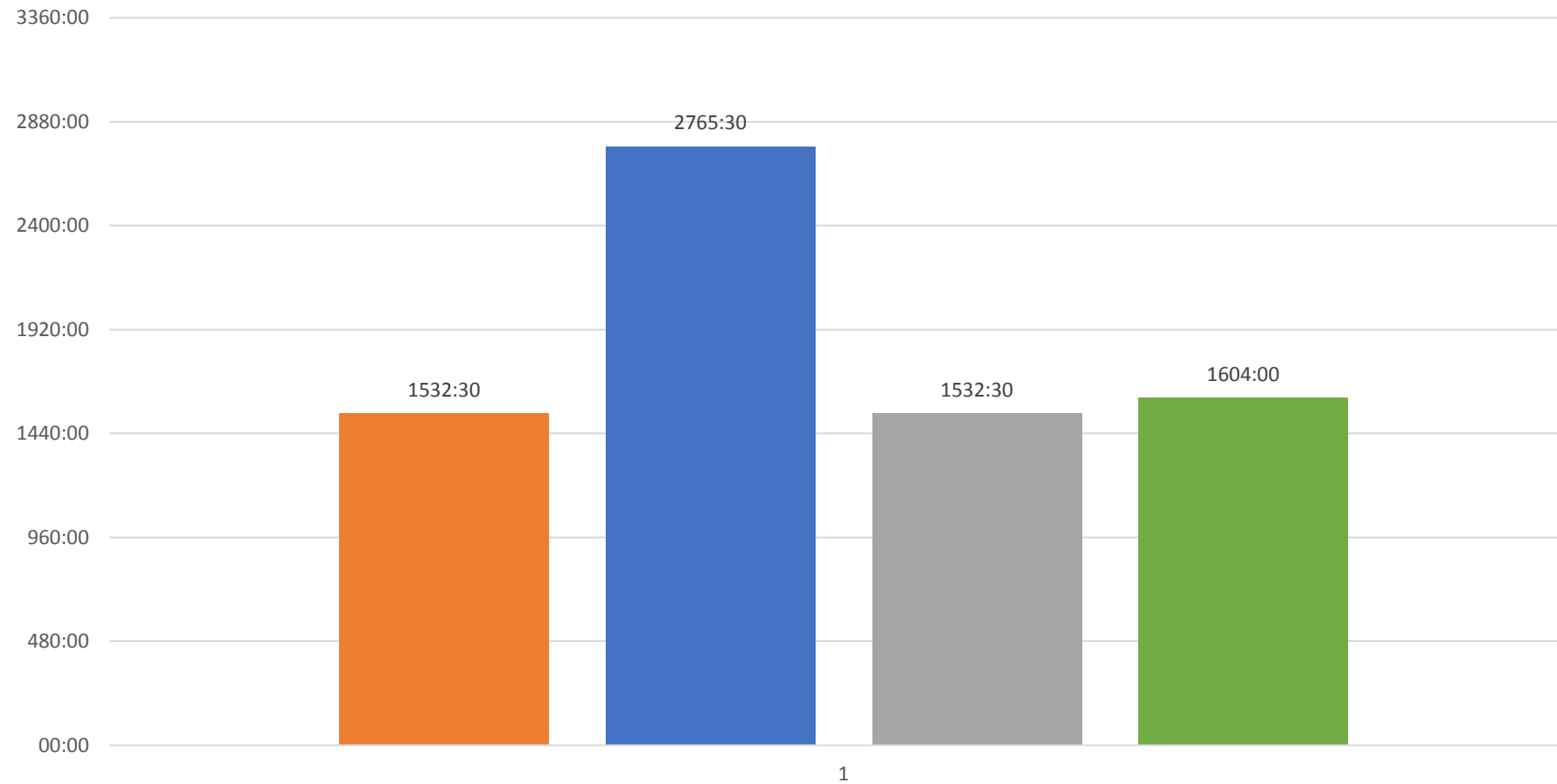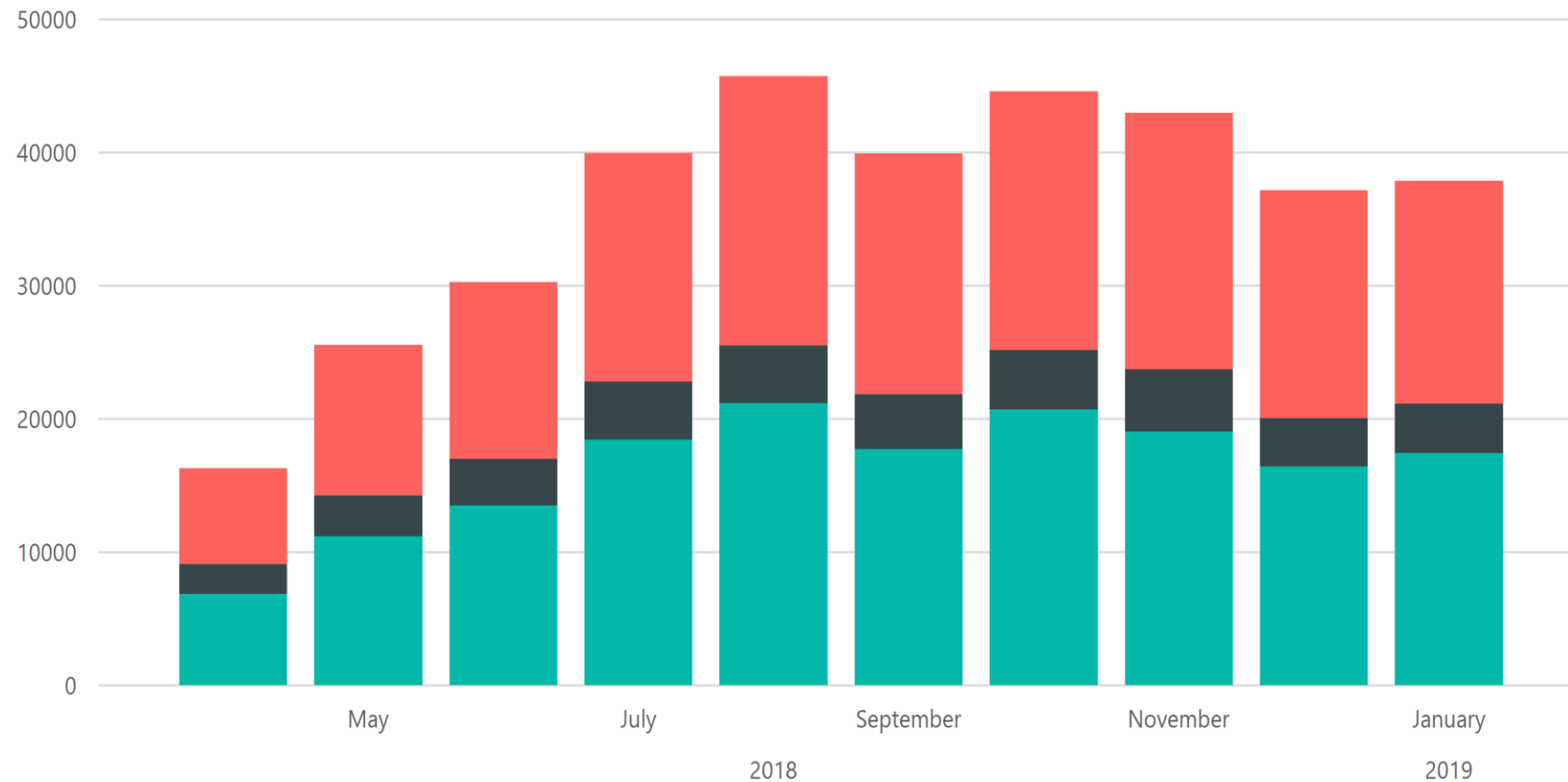
Open Library visits

Card Entries
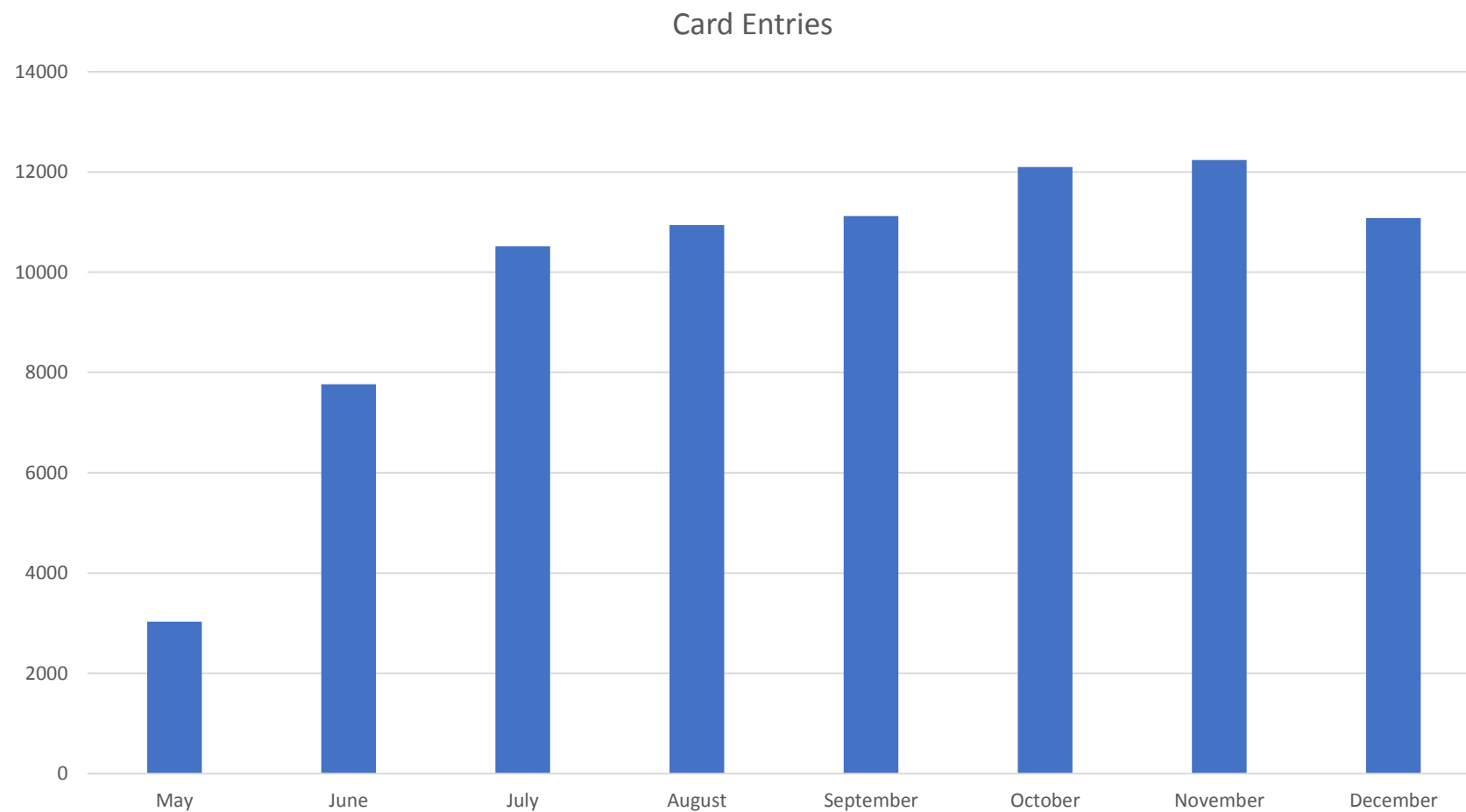
What would you like to see improved?

Open Libraries

Open Libraries

Open Libraries

What next - Phase 7

Marketing and promoting the service

Expanding the range of activities

Improving customers ability to contact for help and advice

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Phase 7   2019-20

39 Wymondham

40 Tuckswood

41 Kings Lynn

42 Hunstanton

43 Gorleston

44 Gt Yarmouth

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Phase 8   2020-21

45 West Earlham*

46 Reepham*

47 Hingham*

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Questions