

Community Managed Libraries Information Pack

For groups and organisations interested in running
a community managed library in Derbyshire



Contents

Summary of Information Included in this Pack	1
Section 1: Introduction to Community Managed Libraries	
1:1 Background to Changes	2
1:2 Libraries for Derbyshire	2
1:3 Why Manage a Community Library?	3
1:4 Who Can Run a Community Managed Library?	3
1:5 An Overview of the Key Features of the Support and Provision from Derbyshire County Council	4
1:6 Benefits of Being Part of the Wider Derbyshire Libraries Network	4
1:7 An Overview of the Key Commitments Community Managed Libraries Will Have to Provide	5
1:8 Service Level Agreement	5
Section 2: Management of Community Managed Libraries	
2:1 Overview	6
2:2 Property	6
2:3 Health and Safety	11
2:4 Finance	12
2:5 Volunteer Recruitment and Management	14
2:6 Communication and Staff Support	15
2:7 Licences	15
2:8 Copyright	16
2:9 Stationery and Equipment	16
2:10 Courtesy to Neighbours	16
2:11 Bribery and Corruption	16
Section 3: Library Services	
3:1 Books and Resources	17
3:2 Information and Communication Technology (ICT)	18
3:3 Library Initiatives	21
3:4 Customer Care	22
3:5 Room Hire and Use of the Library by External Groups	22
3:6 Current Library Volunteers	23
3:7 Marketing and Promotion	23
3:8 Library Data	24

Section 4: Policies and Guidelines	
4:1 Overview	25
4:2 Equality and Diversity	25
4:3 Safe Guarding and Safe Places	25
4:4 Data Protection and Freedom of Information	26
Section 5: Training	27
Section 6: Other Support	28
Section 7: Service Level Agreement	
7:1 Performance and Review	29
7:2 Termination of the Service Level Agreement	29

Summary of Information Included in this Pack

This information pack has been developed to support organisations who are interested in managing one or more of the twenty community libraries, with support from Derbyshire County Council (DCC). Library staff will work with communities to support them in leading and developing their library, so that more people can benefit and enjoy what a local library, run by local people, can offer.

The information included in this pack will provide a detailed overview of how a Community Managed Library (CML) will work in Derbyshire: what is expected from them; and what organisations can expect from DCC.

You can print this pack at your local library free of charge, or you can request a printed copy, or the documents in another format, to be sent to you, by contacting us at community.libraries@derbyshire.gov.uk or telephone on 01629 536166.

Other Information Available

Alongside this pack, there are also individual *Library Information Packs* which outline specific details for each of the twenty libraries, and an *Expression of Interest Pack* (EOI) which contains the EOI form and guidance on its completion and how it will be scored. If you are interested in applying to run a library, it is strongly suggested that you consult all three packs.

As mobile libraries operate very differently to static libraries, the information about the transfer of mobile libraries to community management will be set out in the *Community Managed Mobile Libraries Information Pack*.

All information, packs and other resources are available on the dedicated Libraries for Derbyshire website:

www.derbyshire.gov.uk/librariesforderbyshire

Contacting Us

If you would like to get in touch with us please email community.libraries@derbyshire.gov.uk. Alternatively, you can telephone our call back number on 01629 536166. Staff who monitor this number will not be able to answer any questions, but can take your details and arrange for the appropriate person to call you back.

Section 1: Introduction

1:1 Background to Changes

All local authorities have a statutory responsibility to provide a public library service. The reducing levels of Government funding, and growing demands on local authority services mean that we are faced with real challenges to providing services, and need to look at new and financially sustainable ways of working.

On the 20th December 2018, DCC's Cabinet approved the implementation of 'Libraries for Derbyshire: A Strategy for the Public Library Service'. This paper is available on our dedicated webpages

www.derbyshire.gov.uk/librariesforderbyshire

1:2 Libraries for Derbyshire

The *Libraries for Derbyshire* strategy sets out the future vision and new delivery model for library services in the county:

"Derbyshire Libraries will provide people focussed services at the heart of local communities, enabling access to books and reading, information, digital skills, technology, cultural and lifelong learning opportunities for all".

The future library service will be delivered through:

- 25 DCC funded libraries and 20 community managed libraries.
- A 24 hour/365 days a year digital library providing free access to eBooks, eAudio, eMagazines, a virtual portal to the library catalogue and library transactions, and a range of other online resources.
- An outreach library service through the Home Library Service, Bookstart and a community managed mobile library service.

DCC is seeking community organisations that are interested in taking on the management of one or more of the following 20 libraries:

- Borrowash
- Creswell
- Gamesley
- Holmewood
- Old Whittington
- Tideswell
- Whitwell
- Brimington
- Duffield
- Hadfield
- Killamarsh
- Pinxton
- Wingerworth
- Woodville
- Clowne
- Etwall
- Hayfield
- Melbourne
- Somercotes
- Whaley Bridge

The CMLs will remain part of Derbyshire Libraries' statutory library network. Organisations will be provided with funding, training and support to ensure that the CMLs are viable and sustainable for the long-term.

1:3 Why Manage a Community Library?

Community management can be an opportunity for communities to be innovative in their approach to running their local library. CMLs can be better placed to tailor their services to benefit their community. As a result, a community can take more ownership of their library, and evidence suggests that this often leads to increased use.¹

Organisations may be able to access funding streams which are not available to DCC, and be enterprising in developing sustainable and income generating services.

Volunteering in a CML offers the opportunity to use a wide range of skills, and to develop new ones. Volunteers can contribute to their community, and with the range of tasks involved in running a library, there are a variety of roles available which can attract new and different people to volunteering.

1:4 Who Can Run a Community Managed Library?

Applications to run a CML are open to any interested organisation, who has the capacity to deliver a CML as outlined below. The organisation may already exist as a charity, community enterprise, business or non-profit organisation, or it may be a group of individuals who have come together specifically for this purpose.

The ability of the organisation to deliver a CML will be assessed as part of the application process. Please see the Expression of Interest Pack for more information.

Any organisation taking over a CML will be required to become formally constituted, or an incorporated organisation (if they are not already) before they can sign the Service Level Agreement. Useful guidance is available about what this means on the My Community website:

<https://mycommunity.org.uk/resources/types-of-organisational-structure/>

This pack has been written on the basis that organisations running the CMLs will be using volunteers to deliver the service. If there is any intention to retain paid staff, the organisation must speak to DCC officers.

¹ Arts Council England, Community Libraries, Learning from experience: guiding principles for local authorities, January 2013

1:5 An Overview of the Key Features of the Support and Provision from Derbyshire County Council

Full details of the support and provision for the CMLs are included in this pack. The key features of the support and provision on offer are:

- A tapered annual grant to CMLs, or the option of equivalent services (subject to discussion), for five years from the date of handover.
- Organisations can lease or sub-lease the library from DCC, or can negotiate moving the library to alternative premises.
- DCC will retain responsibility for building and grounds maintenance.
- CMLs will benefit from buildings insurance provided by DCC.
- CMLs will remain part of DCC's statutory library network.
- CMLs will have ICT provision, including access to a volunteer version of the Library Management System.
- DCC will provide support from trained staff to CMLs at agreed levels.
- CMLs will be provided with new and circulating stock at agreed levels.

1:6 Benefits of Being Part of the Wider Derbyshire Libraries Network

By ensuring that CMLs are part of the statutory network, all library users can be reassured that they will retain the same access to services that they currently enjoy, including using any Derbyshire Library to request and collect books and accessing online resources such as eBooks, eAudiobooks and eMagazines. DCC will continue to provide a regular van service to CMLs to collect and deliver book requests.

Library users visiting CMLs will still have access to library staff based in other locations, and volunteers in CMLs will be trained in signposting queries when required.

Eligible users of CMLs can be referred to the Home Library Service, and volunteers will be trained to ensure that they can signpost people to this service. All Derbyshire Libraries, including CMLs, will continue to be designated Safe Places².

² The Derbyshire Safe Place Scheme is a voluntary scheme for organisations and businesses to join a network of designated safe places throughout Derbyshire. These safe places provide help for people who may feel unwell, confused, threatened or are in trouble whilst out and about in their local communities.

1:7 An Overview of the Key Commitments Community Managed Libraries Will Have to Provide

The key commitments required from a CML are:

- To open as a library with access to books, information and ICT for an agreed minimum number of hours per week, which is likely to include at least one evening until 6.00 pm and 3 hours at weekends, if this is currently in place.
- To comply with legal guidelines and relevant DCC policies, covering such areas as Equality and Diversity, Data Protection and Safeguarding.
- To recruit and maintain a sufficient number of trained volunteers to run the library.
- To be responsible for cleaning and internal decoration.
- To operate in a safe manner and to follow health and safety guidelines.
- To keep records and provide feedback and statistics as agreed.
- To provide high quality customer service to library users by complying with our Customer Care Charter³, handling complaints and compliments as agreed, and communicating with DCC (where appropriate) to ensure that user needs are met.
- To retain an agreed range of stock and facilities, and to agree that stock remains the property of DCC and therefore may be requested by other libraries.

1:8 Service Level Agreement

Any organisation who takes over the running of a library will be expected to sign a Service Level Agreement (SLA), which will detail exactly what they can expect from DCC, and what is expected from them. Each SLA will be tailored to the specifics of that library and organisation, however, as a guide a 'Heads of Terms' SLA is available at www.derbyshire.gov.uk/librariesforderbyshire

A SLA is a legal contract, in this case between DCC and the organisation who is taking over the running of the CML. A specific 5 year SLA will be drawn up for each CML, after an agreement on content has been reached. The SLA will be reviewed annually.

³ Derbyshire County Council's Customer Care Charter sets out a response policy for contact by telephone, email, letter or in person. It also gives guidance on how council staff are expected to behave and how complaints and praise are received and dealt with.

Section 2: Management of Community Managed Libraries

2:1 Overview

CMLs must open primarily as a library, with access to books, information and ICT, for an agreed minimum number of hours per week, to include at least one evening until 6.00 pm and 3 hours at weekends, if this is part of their current provision. Please see the *Library Information Packs* for details on minimum opening hours for each library. CMLs must operate in a way that satisfies the duties set out in this document.

It is recommended that organisations undertake Business Continuity Management (BCM) and produce a Business Continuity Plan.⁴ Any significant problems affecting the delivery of the service, for example if weather conditions mean that the library cannot open for the agreed times, must be reported to DCC immediately using agreed procedures.

Although a CML's primary activity must be as a library, organisations can expand their service offer in line with the needs and requirements of local residents and the community. Any significant or major change to a CML's offer (e.g. creation of café) will require discussion and agreement with DCC officers, as well as written permission. This is because there may be implications with regards to health and safety or insurance conditions. In buildings which are not owned by DCC, permission from the landlord may also be required.

Organisations must not sub-contract out the CML or sub-let premises but they may hire them out (see section 3:5).

2:2 Property

Lease Information for Community Managed Libraries

Of the twenty libraries to be moved to community management, ten are owned by DCC, and ten are rented properties. Please see the individual *Library Information Packs* for details.

A specific detailed Lease Agreement will be drawn up for each CML after an agreement on content is reached. This agreement will be based on the 'Heads of Terms' Lease, which is available at www.derbyshire.gov.uk/librariesforderbyshire

⁴ Business Continuity Management (BCM) is a process that identifies and assists in managing the risks to the operation of an organisation. BCM helps to ensure the continuity of critical functions and the delivery of essential services in the event of a disruption, whatever the cause. A Business Continuity Plan (BCP) should also contain procedures to ensure an effective recovery following the disruption. BCM is a process that is valid across all of the public, private and voluntary sectors.

CMLs are expected to keep any keys safe, and not to create unnecessary duplicates. All windows and doors must be closed and locked when the building is not in use.

Staying in the Current Building

A 5 year lease will be offered for the premises DCC own, on a peppercorn rent. The lease will be reviewed annually at the same time as the SLA. Any agreements after this term are subject to further discussion. The lease is only valid alongside an agreed SLA.

In buildings rented by DCC, the aim is to sub-let to the organisation under the same principles, however this will be dependent on reaching an agreement with landlords.

DCC staff will undertake formal annual property inspections as a minimum, and maintenance and servicing as agreed in the SLA. Other visits may be arranged as deemed necessary. They will arrange a date for any visits with the CML in advance. Any work undertaken outside of CML opening hours will require CML volunteers or library staff to allow access to the building, this will be agreed on a case-by-case basis.

In rented buildings, DCC will undertake negotiations with the landlord/s on behalf of the organisation as necessary.

Moving to Different Premises

If an organisation is interested in running a CML from a different venue, this will need to be discussed on a case by case basis.

The proposed location for the CML would have to be assessed by DCC to ensure that it is fit for purpose. DCC can ensure that the necessary work is undertaken, but the organisation will have to pay for the work. Any change of premises could delay the date of handover to an organisation.

Arrangements for the lease, if a new location were to be rented, would be discussed and agreed by all parties on a case-by-case basis.

If a CML moves to different premises there will be no adjustment to the grants awarded by DCC.

Terminating the Property Lease

If the lease is terminated for any reason, by either party, DCC will regain possession of the premises whether as owner or tenant.

Maintenance

As part of the lease, DCC will retain responsibility for internal and external building repairs and maintenance, including lightning conductors where applicable. Except in an emergency, any maintenance and repairs DCC are responsible for will be undertaken as part of the standard maintenance schedule of all DCC buildings.

Cleaning, window cleaning and internal decoration, excluding fire doors, will be the responsibility of the CML. Any work undertaken must be completed to an acceptable standard and within legal and health and safety guidelines. CMLs must not alter fire doors in any way without written consent from DCC.

Organisations must make reasonable efforts to keep premises and contents safe and free from damage, and they will be liable for the cost of repair or replacement for any damage caused by failing to do so.

If a CML becomes aware of any issues with the building which may cause concern or require repair, they have a duty to report these to DCC to be addressed. The organisation will be liable for any issues arising from their failure to notify DCC of problems. This must be done by an agreed method which will be discussed with the organisation and detailed in the SLA.

If an organisation wishes to undertake any additional maintenance work, they must submit their suggestion in writing, confirming that the work will be done to an appropriate standard, and receive agreement and written approval from DCC. DCC will not be liable for any issues arising from this additional maintenance work.

In DCC owned buildings, organisations are welcome to make proposals to modify or extend the building, but any work will need to be arranged and paid for by the organisation, once they have written approval from DCC. In rented buildings this would be subject to negotiation with and approval from the landlord.

In any buildings known to contain asbestos, organisations will be informed of details and the relevant procedures and supported with risk assessments. Any work an organisation wishes to undertake, which may be affected by the presence of asbestos, must be agreed to in writing and suitably risk assessed and planned.

Cleaning and Caretaking

Organisations will be responsible for keeping their library, both public and staff areas, clean and tidy. This includes internal and external window cleaning. Any cleaning products and equipment on site when the building is handed over will become the property of the CML, but DCC will not maintain or replace these.

DCC do not use any cleaning products in their libraries which require a COSHH⁵ assessment, such as bleach. The organisation may not wish to continue with this policy, but must be aware of the COSHH requirements before any substances are brought onto the premises. DCC can provide guidance for this, but are not liable for any issues which arise from the use or storage of hazardous substances.

Furniture, Fixtures and Fittings

Furniture, fixtures and fittings will become the property of the CML for the duration of the agreement. The organisation will take on the responsibility for their maintenance and repair or replacement and disposal. See individual *Library Information Packs* for more details.

If an agreement comes to an end, any additional furniture or equipment purchased by the CML, i.e. not replacements, will remain their property. DCC will have no claim to these.

Electrical Equipment

All electrical equipment will need to be kept in good working order. The arrangement and payment for regular visual inspections, alongside annual portable appliance testing (PAT) by qualified individuals, will be the responsibility of the organisation. If any electrical equipment is brought into a CML, it must be tested before being plugged in, or for new items must be CE marked⁶. This includes any equipment being used by someone hiring the space, or coming into the library for a one-off activity, so CMLs must ensure that these requirements are set out very clearly to anyone using the space.

Grounds Maintenance

Some libraries have outside space, including car parking in some cases, which DCC will retain the responsibility for maintaining. Except in an emergency, any repairs or maintenance DCC are responsible for will be undertaken as part of the standard maintenance schedule of all DCC buildings. No works to change or improve the grounds will be covered by DCC.

If an organisation wishes to undertake any additional grounds work, they must submit their suggestion in writing, confirming that the work will be done to an appropriate standard, and receive agreement and written approval from DCC. DCC will not be liable for any issues arising from this additional work.

Any work undertaken by either party must consider Tree Protection Orders where these are in place, and if so, should follow the relevant District Council guidelines.

⁵ COSHH stands for 'Control of Substances Hazardous to Health'

⁶ CE marks indicate conformity with health, safety and environmental protection standards for products sold within the European Economic Area.

The organisation will be expected to make checks of the grounds as part of a regular routine. If a CML becomes aware of any issues with the grounds, which may cause concern or require repair, they have a duty to report these to DCC. The organisation will be liable for any issues arising from their failure to notify DCC of problems. This must be done by an agreed method, which will be discussed with the organisation, and detailed in the SLA.

For libraries with car parking belonging exclusively to the library, adequate management and risk assessment including Transport Management Plans need to be put in place. DCC will be able to provide training and guidance, but are not liable for any issues which arise from the failure of the organisation to do so.

Winter Maintenance

In most of the libraries, DCC are currently responsible for gritting and clearing paths in the event of winter weather. On handover, this responsibility will be passed on to the CML. Any winter maintenance products and equipment on site when the building is handed over will become the property of the organisation. DCC will continue to provide grit at an agreed level.

CMLs will be expected to create and review a winter maintenance plan, which will need to be approved by DCC and document any works undertaken. DCC can offer guidance for this, but are not liable for any issues which arise from winter weather.

Some libraries are part of shared premises, and arrangements may differ. See the individual *Library Information Packs* for more information.

Intruder Alarms, Out of Hours Call-Outs and Panic Alarms

Most of the 20 CMLs have an intruder alarm fitted. CMLs will be expected to ensure that this alarm system is used appropriately in order to protect the library building, to the best of their ability, when the library is closed. CMLs will be responsible for the costs associated with security. If a CML wishes to make any changes to the security system, or supplier, this must be agreed in writing by DCC, after DCC's insurers have validated the proposal. Organisations must honour any notice periods, and will be liable if there are any break fees.

DCC must be provided with up to date access information such as alarm codes, in case they need to access the building when the library is closed. This would only be by prior agreement with the organisation, for example to provide the van delivery service. CML volunteers will be expected to deal with emergencies, including out of hours call-outs, and they will require named key holders for this purpose.

Some libraries have panic alarms installed. Personal safety training will be provided to CMLs. Any incidents must be reported to DCC using the agreed method within 48 hours.

2:3 Health and Safety

Compliance

There are a number of statutory and legal requirements governing health and safety, which CMLs will need to comply with. Each CML will receive full training in the appropriate areas to ensure compliance. Each library building is slightly different, and the training package and guidelines provided to each CML will vary to accommodate this. An overview of the areas of compliance and responsibilities can found at www.derbyshire.gov.uk/librariesforderbyshire

DCC will ensure that compliance and testing, for example of alarms and fire extinguishers, are up to date before any library is handed over to community management.

Libraries must be kept clean and tidy. Access and egress must be clear for the safety of users and volunteers. The location of exit signs, alarm points, and fire extinguishers cannot be changed. No work can be undertaken on fire doors without written consent from DCC.

All library operations must be risk assessed on a regular basis by the organisation, and separate assessments must be undertaken for any planned events. Detailed emergency evacuation plans must be agreed with DCC, and guidance will be provided. Any change of use, for example the creation of a café space, will have implications for health and safety, and will require discussion and agreement with DCC in writing and updated risk assessments.

CMLs must be aware of the COSHH requirements before any substances are brought onto the premises, and must undertake COSHH assessment where relevant. DCC can provide guidance for this, but are not liable for any issues which arise from the use or storage of hazardous substances.

Some training will be provided which is compulsory for volunteers undertaking certain roles, and for this reason named volunteers with responsibility for specific areas will be requested. This will be discussed with the organisation. DCC will make health and safety and compliance requirements, including training needed, very clear to organisations. Some training will require updates or refreshers, which DCC will provide.

CMLs will need to keep written records of compliance checks, risk assessments, etc. Again, DCC will make requirements very clear, including setting out exactly how long different types of records need to be kept for.

Any breach of health and safety compliance by a CML will give DCC the right to terminate the SLA, if it cannot be safely resolved by working with the organisation.

Any incident that causes personal injury or damage to property, which could give rise to personal injury, must be recorded and records kept securely. It must also be reported to DCC in writing via community.libraries@derbyshire.gov.uk within 48 hours.

The *Health and Safety Executive* website provides useful information for voluntary and community organisations, which it may be useful to refer to <http://www.hse.gov.uk/voluntary/index.htm>

First Aid

No first aid supplies will be handed over to a CML. If a CML wants to keep first aid kits, they must consider any COSHH or training implications, and are responsible for identifying and addressing this. DCC will not provide First Aid training to CML volunteers, but an organisation may wish to consider sourcing and providing this training to some of its volunteers.

If an organisation employs any staff, they will be legally required to comply with First Aid at Work regulations. It will be their responsibility to ensure that adequate measures are put in place.

Waste and Recycling

The CML will be responsible for the cost of appropriate trade waste services, including specialist services such as sanitary disposal. The costs of these services are covered in the five year grant. They may wish to continue with the current provider, or to arrange an alternative. If sourcing an alternative provider, the organisation must provide notice for the period set out in the contract. If there are any break fees due to terminating the contract early, the organisation will be liable.

Any confidential waste must be disposed of securely. DCC will provide guidelines to CMLs as part of training, and they must adhere to these.

2:4 Finance

Grants for Community Managed Libraries

Grants will be awarded to the successful organisation by DCC for five years from the date of transfer to community management. The grant will reduce each year and has been calculated on the 2016-17 running costs (excluding staffing). They are non-negotiable. The *Library Information Packs* contain information on the grant offered for each library and the costs breakdown.

Please be aware that costs may change, for example, there will be a higher charge for electricity if a CML decides to extend opening hours. The grants will not be changed to reflect this.

It is anticipated that grants will be paid quarterly in advance, however alternative arrangements can be discussed on case by case basis. Grants can only be paid for the year in question. For example, an organisation cannot request all 5 years of their grant in year one.

As part of the transition process, organisations can request support with managing their grant for up to 2 years, to be agreed annually. An example of this may be that DCC continue to pay utility bills on behalf of the organisation, deducting this amount from the grant awarded to them. This can be discussed on a case by case basis, to find an approach which is most suitable for the organisation.

If a SLA is terminated for any reason, by either organisation, DCC will seek to recover any unspent grants or any monies given in advance.

Management of Finances

Organisations will be responsible for their own finances including accounting and banking. They will have to comply with the relevant financial regulations. Records including accounts will need to be made and retained as per DCC's retention schedule. Guidance will be provided.

Organisations may be eligible for a reduction in National Non-Domestic Rates (NNDR) payable, also known as Business Rates (NNDR are charged for all properties which are not primarily used for living in). An agreement would need to be reached with the relevant district council.

The CML may or may not be liable for VAT, depending on the nature of the organisation running it. It is the responsibility of the organisation to ascertain and organise this. DCC have no liability for any tax matters on behalf of a CML.

If an organisation incurs debts or a loss of income, DCC will not be liable. If a CML fails to repay its debts, DCC reserve the right to terminate the agreement.

CMLs cannot accept any non-library payments on behalf of DCC. For example, no payments for Adult Care services can be taken in a CML.

Insurance

Insurance will be discussed and agreed with the organisation prior to handover, and details will be included in the SLA.

If there are no significant changes or additions to the services delivered in a CML:

- DCC will continue to cover buildings insurance for up to 5 years.
- Although the CML will need to arrange their own public liability insurance, DCC will pay these costs for the first year. This will then be reviewed with the organisation moving forwards.
- If an organisation wishes to insure contents, they will be responsible for arranging and funding this.

If an organisation chooses to expand its operations in a way that might change their insurance needs, for example by incorporating a café, then DCC reserves the right to alter the agreement around insurance.

If a CML has any paid staff it is a legal requirement to have Employers' Liability Insurance.

DCC will need to see proof of adequate levels of insurance at an agreed frequency.

Supplier Contract

There are existing supplier contracts which organisations may choose to continue with, or they may wish to source their own. Examples include utility suppliers or rented photocopiers. However, organisations should be aware that they may be tied into contracts which require a notice period, and may be subject to a break fee. The organisation will be liable for break fees if they decide to terminate any contracts. Any existing contracts will be discussed in detail with an organisation prior to handover, to ensure that they have the knowledge needed to plan ahead.

2:5 Volunteer Recruitment and Management

CMLs will be responsible for recruiting and managing their own volunteers. If a CML requires assistance initially, or training or guidance around this, it may be available, subject to discussion with DCC. The organisation must have a sufficient number of volunteers and DCC recommends ensuring at least 2 people are on duty whenever the library is open.

All volunteers will be required to undertake an appropriate level of training for their role. This will be organised and provided by DCC in the initial induction period. For new starters after this time, the CML will be responsible for ensuring they receive all required training at an appropriate time, some of which will need to be completed before they can commence their role. This will include cascading some elements of training and arranging access to any online training with DCC.

All volunteer management, including the creation of rotas and a system for organising time off, will be managed by the CML. Organisations will be responsible for handling volunteer dispute resolution.

If DCC has any concerns about a volunteer, the organisation will be approached to discuss these concerns and to find a way forward. If DCC decide that a volunteer has failed to carry out their duties with reasonable skill and care, and there is no way to overcome this, the CML can be asked to remove a volunteer from duty and recruit a replacement.

If a CML decide to employ any staff at any time, they must inform DCC by an agreed method. They must also comply with any relevant employment laws, and have relevant insurance as set out above.

2.6 Communication and Staff Support

No DCC staff will be retained in the CMLs. However, Derbyshire Libraries' staff will be working with and supporting CMLs both initially and in the long term. A central team will be the first point of call for any CMLs, and they will be contactable on community.libraries@derbyshire.gov.uk. There will also be a call back telephone service on 01629 536166, to enable CMLs to leave a message with the Library Service and staff will call them back. Staff answering the telephone will not be able to answer queries.

CMLs will be provided with an email address, which they will be expected to check as agreed, and use for official correspondence.

Library staff will meet regularly with CMLs to provide support and guidance. There will also be a formal annual visit and review process as detailed below. Organisations will be required to agree to regular meetings at a mutually convenient time, and also to any extra meetings deemed necessary by DCC, for example if there are concerns that need to be addressed. Organisations will also be encouraged to contact DCC between meetings if something important arises.

DCC require accurate contact information for CMLs. If any contact details change, organisations are required to inform DCC in writing via community.libraries@derbyshire.gov.uk within 48 hours.

2:7 Licences

CMLs will be responsible for obtaining necessary licences to cover their activities and will need to cover any associated cost. Failure to do so will leave the organisation liable, and DCC will not accept any liability.

DCC recommend the purchase of a TV Licence to cover library users' use of online television viewing including on their own devices using Wi-Fi. The grant funding includes consideration of the cost of this. If CMLs do not wish to buy a

TV Licence, they must ensure that their volunteers and users are not accessing BBC broadcasts. DCC will require proof of the purchase of a TV Licence, or of the alternative steps taken.

If a CML chooses to expand their offer, appropriate licences will need to be obtained by the CML e.g. if showing films, playing music or selling alcohol.

2:8 Copyright

CMLs should be aware of copyright regulations which are relevant to the use of photocopiers and printers. They must ensure that their users are also aware of this by displaying information posters provided by DCC in suitable positions.

2:9 Stationery and Equipment

DCC will provide branded stationery items to CMLs, such as date labels, which are needed to run the library. Any equipment and stationery on site when the building is handed over, will become the property of the CML organisation, who will take on the responsibility for their maintenance and repair or replacement and disposal. CMLs may acquire supplies from their preferred sources, with the exception of consumables for ICT equipment. (See Section 3:2)

2:10 Courtesy to Neighbours

CMLs must ensure that any activity undertaken does not cause a nuisance to neighbouring premises.

Some libraries are part of shared premises, and DCC will support these organisations initially to establish working relationships and agreements with the other organisation(s), for example over the shared use of facilities. In the longer term, CMLs will be expected to maintain this relationship to ensure that it is workable and that any changes can be dealt with by the CML. See the individual *Library Information Packs* for more information.

2:11 Bribery and Corruption

CMLs must comply with all applicable anti-bribery and anti-corruption legal regulations. Any failure to do so will give DCC the right to terminate the agreement.

Section 3: Library Services

3:1 Books and Resources

DCC will continue to provide some new stock to CMLs. The *Library Information Packs* show approximate stock levels at each library as at December 2018. Stock will be circulated between libraries on a regular basis, including CMLs. All stock will continue to belong to DCC. Stock is purchased for the whole county, not for individual libraries, which means it must be available to all users, and must reflect the diverse needs and requirements of Derbyshire residents. Users can request any item in stock to collect at their local library, including CMLs.

If a CML wishes to provide newspapers they will be responsible for supplying and paying for these.

Lending Books and Resources

Books and resources must only be borrowed by registered Derbyshire Libraries members. Stock must always be issued through our Library Management System (LMS) to comply with copyright requirements. Full training and guidance notes on the correct use of the LMS and the Online Public Access Catalogue (OPAC) will be provided.

There are legal requirements outlined in *the Public Libraries and Museums Act* (1964) which require local authority libraries to “lend books and other printed material free of charge for those who live, work or study in the area”. This is reiterated in *The Library Charges (England and Wales) Regulations* (1991). This means that CMLs, as part of our statutory libraries network in Derbyshire, cannot charge people to be a member of the library or borrow books. CMLs must also adhere to Derbyshire Libraries’ Charging Scale, including any future changes. Full details of the current charging scales are available at www.derbyshire.gov.uk/librariesforderbyshire, the charges are reviewed on an annual basis and are subject to change in the future. Income from the above charges in CMLs can be kept by the CML.

Stock Maintenance

New stock will be ordered centrally, and will be processed and catalogued making it ‘shelf-ready’ before it arrives at a CML.

CMLs will have stock-related tasks to undertake on a regular basis, including providing and receiving user requests, processing the circulation of stock between branches, and working on reports to contribute to stock management. Full details, guidelines, and training will be provided, and library staff can be contacted for support.

To enable the movement of stock between libraries, DCC will continue to provide a regular van service for CMLs. This service will also deliver and collect internal mail. CMLs must allow the van service access for this purpose at a frequency and time to be agreed, and ensure that items for collection are packed and clearly labelled and left in the agreed place.

Donations

Derbyshire Libraries welcomes donations of books and other materials. All donations which are suitable for lending, must be added to our library catalogue by a member of staff, as all books must be issued through the LMS, as detailed above. This means that donations will circulate between libraries as with any other stock. Full details, guidelines, and training will be provided, and library staff can be contacted for support.

Donations which are not suitable for lending can be sold by the CML, income from these donations can be kept by the CML.

Overdue, Lost and Damaged stock

CMLs are expected to keep resources as safe from loss, theft or damage as practically possible.

CMLs will be expected to inform borrowers of overdue items or outstanding charges, which the LMS flags up, and encourage them to be returned or renewed. However there are automatically-generated systems in place for following this up, and CMLs will not be involved in chasing overdue items. This will be covered by training and guidelines.

There will be guidelines for CMLs to follow if users report a lost or damaged item, or if a book goes missing. Any income from lost stock must be recorded by the CML, and DCC may recharge the CML as part of their annual review.

Replacement Library Cards

If a library user has lost their library card, they can request a replacement from DCC. CMLs must adhere to Derbyshire Libraries' Charging Scale, including any future changes. This is currently £1 per card. Not all categories of user pay this charge. Any income from lost cards must be recorded by the CML, and DCC may recharge the organisation as part of their annual review.

3:2 Information and Communication Technology (ICT)

ICT Network and infrastructure

All Library buildings have an ICT infrastructure in place to support the running of the library, including broadband and Wi-Fi. DCC will charge the organisation for the provision of Broadband and Wi-Fi for the first year. The costs of these services are covered in the five year grant. After that, an agreement will be reached as to a way forward. If a CML wishes to contract a different internet provider after this point, they may be able to do

so, but this will require discussion and agreement with DCC. The organisation will have to provide the required notice period and will be liable for any break fees in the current contract. All CMLs must provide free Wi-Fi for library users.

If the CML is moved to another premises, DCC can ensure that the necessary work is undertaken, but the organisation will be responsible for any costs. This will delay the handover of the library.

ICT for CML Volunteers

On handover, DCC will provide each CML with an agreed number of counter Personal Computers (PCs) (1 minimum) with a monitor, keyboard, mouse and handheld barcode scanner. Please see the *Library Information Packs* for the number at each library. The PC will have internet access, Adobe Reader for viewing PDFs, and an Office package installed enabling access to Word, Excel and Outlook. It will also have Skype for Business installed to enable CMLs to communicate with staff and other CMLs if they wish to.

The volunteers' PC will also have access to a volunteer version of Derbyshire Libraries' LMS. This version will allow volunteers to issue, return, and renew books, and to pay bills, but will not allow access to other functions or personal data. The LMS can only be used in accordance with the training and guidance provided by DCC. The LMS in Derbyshire is currently provided by Sirsi Dynix. CMLs must continue to use the LMS provided by DCC, and DCC will provide training and guidelines if there are updates to the system, or any changes.

The volunteers' PC will also allow access to the website used for managing bookings for members of the public for the public access computers.

The volunteers' PC cannot be replaced by the organisation, and additional software may not be installed.

Volunteers must comply with DCC's *Internet and Email Acceptable Use Policy* and password policy, as well as any applicable third party software licence terms.

ICT for CML Library Users

On handover, DCC will provide each CML with an agreed number of public access PCs (1 minimum) with a monitor, keyboard and mouse. Please see the *Library Information Packs* for the number at each library. These PCs will have internet access and an Office package installed enabling access to Word and Excel. These machines will be the same as those in the DCC run libraries.

If a CML wishes to buy their own equipment or receive donations they may be able to do so but this will be at their own cost and will be the responsibility of the organisation. It will not be possible to add equipment acquired by CMLs to the DCC network, unless purchased and installed by DCC's ICT Services.

ICT Devices for CMLs

Each CML will also be provided with a printer, and some will also have photocopying and scanning facilities. These devices are for shared use by the public and volunteers in a CML. Please see the individual *Library Information Packs* for the full details of each library's provision. If the library has a leased device, organisations must honour any notice periods, and will have to cover the cost of any break fees should they wish to change provider.

CMLs must adhere to Derbyshire Libraries' Charging Scale, including any future changes. This means that they cannot charge for computer use. Full details of the current printing charges are available at www.derbyshire.gov.uk/librariesforderbyshire but as stated, this may be subject to change in the future. Income from the above charges in CMLs can be kept by the CML.

Maintenance, Repair and Replacement of ICT Equipment

DCC will provide maintenance and updates, and CMLs must allow DCC engineers access to undertake this work. They will arrange a date for any work with the CML in advance. Any work undertaken outside of CML opening hours will require CMLs or library staff to allow access to the building, but this will be agreed on a case by case basis. Except in an emergency, any repairs or replacements of ICT equipment will be undertaken as part of DDC's rolling programme, on the same timescales as all DCC equipment. The current replacement programme policy is every five years, however if policies change in future this will also apply to CMLs. Organisations must report any problems with ICT equipment to DCC.

The cost of ICT services including the replacement of equipment will be charged to the organisation, and the grants awarded reflect these costs. CMLs must make reasonable efforts to keep equipment safe and free from damage, and they will be responsible for the cost of repair or replacement for any damage caused by failing to do so. All electrical equipment will need to be kept in good working order, and regular visual inspections, alongside annual PAT testing by qualified individuals, will need to be arranged and paid for by the organisation.

DCC will ensure that there is an agreed amount of ICT consumables, such as paper and replacement toner in the library on handover. After this, the organisation is responsible for the cost of supplies which DCC order on their behalf. CMLs will need to request orders with enough notice to ensure

the library does not run out. CMLs should not source paper, toner or other supplies from elsewhere, and will be responsible for the cost of repair or replacement for any damage caused by doing so.

CMLs will be able to borrow adaptive equipment for their users, such as large print keyboards, from centrally stored items in the same way that DCC run libraries can.

Self-Service Machines

Melbourne and Brimington libraries currently have self-service machines. Organisations interested in these libraries will be given the option of retaining these machines and will receive training in their use, however DCC will not replace, repair or upgrade these devices.

Telephony

All CMLs will be provided with a minimum of 1 VOIP⁷ telephone which is part of the DCC telephony network. Most are also equipped with an analogue telephone and telephone line as a back-up for emergencies, and many of these will be linked to the library's alarm system. Please see individual *Library Information Packs* for more details. The cost of internal VOIP telephone calls to other DCC numbers will be covered by DCC but the cost of external calls will be paid for by the organisation.

People Counters

All CMLs have People Counters, which are devices that record the number of visitors to the library. CMLs must ensure to the best of their ability that these devices are not damaged. If a people counter breaks, it will not be replaced, and an alternative method of counting visitor numbers must be agreed with the CML.

3:3 Library Initiatives

CMLs will be required to take part in national initiatives such as the annual Summer Reading Challenge scheme for children using their library. Full support, details, resources and training will be made available from DCC. As this is a national campaign, statistics relating to the Summer Reading Challenge must be recorded and shared with DCC, using agreed guidelines

CMLs will also be asked to participate in other national and countywide programmes including Reading Well schemes, the Six Steps Promise and other national Universal Offers. For more information on Universal Offers please see information on the Libraries Connected website:

<https://www.librariesconnected.org.uk/page/universal-offers>

⁷ VoIP stands for Voice over Internet Protocol. VoIP allows you to make free, or very low cost, telephone calls over the Internet

Training and guidance around existing and new initiatives will be on offer to CMLs.

Current Activities in Libraries

Some libraries offer regular groups, such as storytimes for pre-school children, 1 to 1 IT help sessions, or craft groups. Please see the individual *Library Information Packs* for more details. After the library is transferred to community management, no library staff will be available to run or support these activities. If a CML wishes to continue running these groups, training can be offered to volunteers.

3:4 Customer Care

CMLs will be expected to comply with DCC's *Customer Care Charter*. Training on this and customer service, including how to signpost users to staff and services, will be provided.

Dealing with Compliments, Comments and Complaints

CMLs will be responsible for dealing with compliments, comments and complaints from the public, which relate specifically to that library. Timeframes and regulations for responding are included in the *Customer Care Charter*, and will need to be adhered to. CMLs should keep a record of the comments and responses, and provide information on the number received to DCC using agreed guidelines. CMLs can share more details if they wish. If comments relate to the wider library service such as stock, or need escalating, they should be forwarded to community.libraries@derbyshire.gov.uk within 48 hours.

3:5 Room Hire and Use of the Library by External Groups

CMLs may hire out space, but cannot sub-let the premises. CMLs must adhere to DCC's hire charges including any future changes, and may keep any income they receive from this.

External groups often use libraries. This might be inside opening hours, or by agreement when the library is closed. Please see the individual *Library Information Packs* for more details.

Activity and public groups in CMLs should be politically neutral at all times and abide by Derbyshire Libraries and Heritage Department's *Exhibition Policy* and guidance on this will be provided by DCC.

Library staff will speak to groups that currently use a library before handover. If they wish to continue using the library, DCC will discuss this with the organisation, and subject to agreement by both parties, this will carry on. It is hoped that longstanding arrangements will be honoured where possible, but if this is not possible, an alternative solution to suit both parties will be sought.

If groups continue to meet in the library, they will liaise directly with the CML about this from the date of handover. Any new groups looking to use the library space will need to discuss and agree this directly with the CML.

CMLs will have a responsibility to consider possible damage to the property or contents, and the health and safety implications and risks associated with hiring out space, before agreeing to use by a third party.

3:6 Current Library Volunteers

Some libraries have existing volunteers, who undertake specific roles. Please see the individual *Library Information Packs* for more details. These volunteers may wish to continue in this current role after handover. Library staff will discuss with them on an individual basis as to whether they wish to do this.

Home Library volunteers will continue to be managed by DCC staff, even if they are based in CML, as this is a countywide service with different rules and regulations. They may also wish to volunteer with a CML, but this will be a separate volunteering role. Only DCC volunteers, who have been recruited and trained in line with DCC policies, are able to deliver the Home Library Service. No CML volunteers shall visit library users at home as part of their library volunteering.

3:7 Marketing and Promotion

The external library signage in place on handover may be retained by the CML. If they wish to replace signage they may do so, but they will be responsible for the costs involved, and will need to obtain agreement and written consent from DCC. Signs must acknowledge the support of DCC using agreed logos or wording.

No exterior signs, placards or billboards may be affixed to the outside of a building without agreement and written consent from DCC, and the landlord where applicable. Some libraries are housed in listed buildings and/or conservation areas, which may regulate external signage. Please see individual *Library Information Packs* for further information.

DCC will include CMLs in some of the promotion of general library services, for example in the contact list of libraries on DCC's website. Some generic marketing material will also be provided to CMLs where possible, for example for Derbyshire's online library services.

Basic information about CMLs, including contact details and opening times, will continue to be included on the Derbyshire Libraries section of the DCC website. DCC will allow organisations to create their own website if desired, and they can discuss with library staff the possibility of including a link to it from Derbyshire Libraries' pages.

CMLs may wish to create their own social media profiles but these will need to comply with DCC's *Social Media Policy*. CMLs may ask Derbyshire Libraries to promote events or highlight their activities on their social media platforms.

The CML will be responsible for promoting their own library and any events and activities they organise. DCC's logo or the phrase "This library is supported by Derbyshire County Council" will need to be included in posters, flyers and web content. Details of this will be discussed and agreed with the organisation and will be included in the SLA. Other guidelines will be provided as part of the training, but will not be overly restrictive. For example, as mentioned above, CMLs must remain non-political, and this applies to publicity materials too. All publicity material including online content and social media must abide by copyright regulations.

3:8 Library Data

Data will need to be collected in relation to the CML's performance. As part of the training provided, DCC will provide details of what is required.

As an overview; issue and renewal figures, computer booking numbers, visitor numbers, active member numbers, and issue figures specifically for the Summer Reading Challenge, will be collated centrally and shared with CMLs using agreed guidelines. CMLs will be asked to provide Summer Reading Challenge event information, and the number of compliments, comments and complaints received using agreed guidelines.

On top of the minimum requirements outlined above, DCC will encourage CMLs to identify and record the wider impact they have on their communities, and will set in place a simple process by which this can be done, if desired. Derbyshire Libraries will share details with CMLs about annual strategies and priorities to enable them to plan work which ties in to wider library plans.

Section 4: Policies and Guidelines

4:1 Overview

There will be a number of policies and guidelines which CMLs will need to consider, some of which have been highlighted through this document. This section outlines some of the key policies which CMLs will need to adhere to. More information on the policies themselves can be found on www.derbyshire.gov.uk/librariesforderbyshire

4:2 Equality and Diversity

CMLs must continue to be open to all who wish to use them, and to consider the needs of the whole community. They should be a friendly and welcoming space which people want to use. Legally, CMLs must comply with the *Equality Act (2010)* which protects people from discrimination. DCC also require CMLs to abide by their *Equality and Diversity Policy* and training and guidance will be provided in this area. Any breach of *The Equality Act* or DCC's *Equality and Diversity Policy* by a CML will give DCC the right to terminate the SLA, if it cannot be resolved by working together with the organisation.

Accessibility information for each library is included in the *Library Information Packs*. These should be read carefully. Some buildings are more accessible than others, for staff or volunteers as well as for library users. Dates of open days at all 20 libraries are also included in these packs. These days will provide an opportunity for interested parties to have a tour of the library, which may help in considerations of access.

All libraries have hearing loops at the counter. DCC will provide equipment for CMLs to periodically test that these are in good working order. Guidance notes for carrying this out will be provided. If a hearing loop breaks, CMLs should inform DCC who will organise a replacement. CMLs must make reasonable efforts to prevent damage to hearing loops, and they will be responsible for the cost of repair or replacement for any damage caused by failing to do so. In all other circumstances, the replacement will be paid for by DCC.

Derbyshire Libraries are signed up to the Six Steps Promise for blind and partially sighted people, which is a national scheme to ensure that libraries are accessible and support people with reduced vision. Organisations will be expected to understand and support this promise as part of their role in DCC's statutory library offer, and training and guidance will be provided to enable this.

4:3 Safeguarding and Safe Places

DCC will provide training and guidance to ensure that CMLs comply with our *A Safe Place for Children and Young People in Derbyshire Libraries Policy*, and with legal safeguarding requirements. Any breach of Safeguarding Policy will

give DCC the right to terminate the SLA, if it cannot be resolved by working together with the organisation.

All libraries will remain designated Safe Places meaning they are places vulnerable people can go if they feel lost, scared, or need some help. Training and guidance will be provided to CMLs to ensure that they understand this scheme and can continue to participate.

Volunteers in CMLs do not require criminal record checks from the Disclosure and Barring Service (DBS). It is recommended that volunteers are not on duty alone. However, if CMLs expand their offer to include services where they will require DBS checks, it will be their responsibility to identify and arrange this, and cover any costs.

4:4 Data Protection and Freedom of Information

Organisations must comply with General Data Protection Regulation (GDPR). Training and guidance will be provided in this area by DCC to cover both the regulations and day to day operations and the importance of confidentiality. Systems will be in place to ensure volunteers do not have access to personal data, including a volunteer version of the LMS. All volunteers will be required to complete annual data protection training. Any breach of GDPR or confidentiality guidelines provided by DCC, will give the right to terminate the SLA, if it cannot be resolved by working together with the organisation.

DCC's information retention schedule, which details exactly how long different types of records must be kept for, will need to be followed by organisations. CMLs may also be subject to internal or external audit, in which case auditors will need access to records.

As CMLs will make up part of Derbyshire Libraries' statutory offer, they will be subject to requests from any member of the public, for information under the Freedom of Information Act 2000. DCC have a limited time to respond to requests, and CMLs must co-operate in a timely fashion if required.

Section 5: Training

Derbyshire staff will provide initial training to enable the delivery and management of a CML. This will be in the form of an induction, which covers areas such as: property/building information, ICT; library routines, data protection, health and safety, finances, customer service, equalities and safeguarding.

A specific training package will be developed for each CML covering the induction and further training at a later date. This package will be developed after discussion with the organisation, to ensure that it addresses needs they have identified. CMLs will be expected to cascade information to volunteers who start at a later date. All volunteers must commit to undertaking training. It is suggested that CMLs assign different roles to named volunteers, to ensure appropriate training can be provided.

Some training will be compulsory for all volunteers, and some for those undertaking certain roles, and DCC will make requirements very clear. Some training will require updates or refreshers, which DCC will provide. Any changes to DCC policies and procedures in future will be shared with CMLs as appropriate. It is expected that volunteers will commit to undertake future training as and when required.

CMLs will be provided with guidelines and step-by step guides and templates to help them to run their library successfully and cascade training to other volunteers. Staff will also signpost them to the wide range of guidance and training available from other organisations.

Section 6: Other Support

If Derbyshire CMLs are interested in setting up a network to enable them to support each other and share ideas, DCC will support this. There is also a national CML Network which you may be interested in finding out more about at <https://communitylibrariesnetwork.wordpress.com>

If you would like some support, for example with becoming a constituted group, advice around writing a business plan, or how to run your organisation successfully, DCC will be commissioning services across the county to provide this. This means organisations could be signposted to support as requested.

Organisations may also want to register their CML as an Online Centre with the digital inclusion charity *Good Things Foundation*, to access support for library users using computers and additional funding and grants for IT related projects. For more information visit: <https://www.goodthingsfoundation.org/online-centres-network>

A list of useful websites can be found the Libraries for Derbyshire webpages.

Section 7: Service Level Agreement

7:1 Performance and Review

Derbyshire Libraries staff will undertake an annual review with the CML at a pre-agreed time. This meeting will be an opportunity to review the past year and to agree the CML's business plan for the following year, and discuss changes either party would like to make to the SLA. CMLs will be required to submit a report to DCC prior to this meeting for discussion. Full guidelines will be provided.

Subject to agreement by both parties, the SLA will then be signed off for the following year.

7:2 Termination of the Service Level Agreement

In the event that a CML gets into difficulty, DCC will offer support and advice, including via signposting, to try to work together to establish a way forward and enable them to thrive. If for any reason an organisation decides to terminate the agreement and cease operation and there is no way to find a solution, DCC will work with them to agree an exit plan.

DCC will set out a clear procedure for dispute resolution which both parties shall follow.

If there is any breach to the material obligations of the agreement by either party, written notice should be issued by the other party which outlines the concern and seeks resolution within 2 weeks. After this, if the issue is not resolved, either party has 28 days to terminate the agreement in writing. Some major breaches by the CML will be grounds for immediate termination of the agreement, and these will be outlined in the SLA.

A Force Majeure (i.e. an uncontrollable event such as war or flooding) will negate the liability of DCC and the organisation, and therefore neither can be held accountable for resulting breaches to the agreement.

If an agreement is terminated, clear guidance and processes will be set out by DCC. DCC may require a CML to assist in making the handover back to DCC or to another organisation as smooth as possible.