SECTION

May 2021

Dear Library Volunteer,

It is a special pleasure for me to take this opportunity to welcome you. Your generous gifts to the Library of your time, energy, special skills and concern are deeply appreciated. Your help as a volunteer allows the Library to provide a higher level of library services to the residents of your community than financial circumstances would otherwise allow.

The Library provides a unique community resource available to everyone for information, learning and pleasure. You help us directly both in the work which you help us with and by acting as the friendly face that our users get to know. There are at present eight volunteer mentors working with volunteers to help with job orientation and training relative to specific assigned volunteer jobs. The mentor on duty will be available for consultation and assistance. Please feel free to ask any questions of this person or report any problems or concerns you have about your assignment.

We also have an Administrator, Terry McGowan, working with us on a part-time basis and a Finance Manager, Will Carnochan, also on a part-time basis. We are anxious to receive feedback about library procedures and management, and to this end our mentors will pass on your comments for discussion by the library board. Contact details for mentors and staff follow this letter.

Our main concern is to provide an efficient and welcoming service for library users and you are a vital part of that service. Volunteers are the lifeblood of the Library, and we could not exist without you. I very much hope you will find your experience with us happy and rewarding.

Thank you,

Marijke Good

Marijke Good - Volunteer Coordinator

We would be very grateful if you could sign below and return one copy of this letter to the Library once you have read the Welcome Pack – thank you.

I have read the Volunteer Welcome Pack and understand my responsibilities as a volunteer, and agree to abide by the instructions contained in it.

Signed…………………………………………………………….……….

Full Name…………………………………………………………………

Date………………………………………………………

VOLUNTEER OPPORTUNITIES

A sample of library volunteer opportunities is listed below.

Front Desk:

- Greeting people, welcoming them to the library and answering queries
- Using the computer
- Checking out and returning books
- Searching online system to see if items are in stock
- Placing reserves on items
- Using the cash till
- Booking computers for library members
- Using the photocopier
- Answering phone

General Admin:

- Shelving books and other materials
- Answering phone
- Sorting post
- General tidying of stock and areas
- Answer enquiries in person or on phone
- Not using a computer
- Sorting leaflets and newspapers
- Organising notice boards

Book Admin:

- Adding new stock to catalogue
- Weeding
- Display
- Shelving
- Repairing books
- Sorting through donations
- Organising book sale

Children's Library:

- Helping with children's events run by others
- Running summer reading challenge
- Assisting with class/nursery visits
- Tidying children's area
- Directing parents when library is closed and there is an event on
- Design and help advertise events

Events/Meeters & Greeters:

- Helping assist the smooth running of events
- Manning the desk to direct members to the event

USE OF THE LIBRARY

THE LIBRARY is currently open to the public on Mondays, Wednesdays, Fridays and Saturdays. During this time the public are welcome to borrow and return books or other items, browse, read the daily papers, use the public computers, which all have internet access, print or photocopy. On those days there are nursery and school visits, Rhyme Time sessions for small children, plus supervised sessions for older children, including after school homework supervision.

The Library is closed to the public on Tuesday, Thursday and Sunday, when the Library may be booked for classes, private parties and events, which all raise funds for the Library. Forms are kept on the Front Desk and can be given to anyone making enquiries about private events, so that they can briefly tell us their requirements. Completed forms should be given to one of the Library Mentors, who are the only people authorized to book events.

ATTENDANCE

Your mentor and co-workers value your contributions and they depend on you to be present at the scheduled time. Please can we ask volunteers who know they will be absent or late to notify the Library as soon as possible. Please use the online rota system (see section 6) to book your shifts. If you have difficulty in using the rota, please contact the Library direct and ask someone to add your name and time. You will see that the shifts are divided into regular two or three hour slots. It is helpful if you can commit to work a full shift as we cannot open the Library without at least two volunteers or one volunteer and a staff member being present.

CUSTOMER SERVICE

Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times.

CONFIDENTIALITY/PRIVACY

All transactions between library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by library users.

PERSONAL DATA

Volunteers are responsible for updating personal data, such as change of address, contact telephone number, etc. with the Volunteer Coordinator.

HEALTH AND SAFETY

Because safety is everyone's job, volunteers are asked to be alert at all times to safety hazards. Unsafe acts or conditions should be reported to your mentor. Please notify your mentor of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor

or serious, must be reported directly to your mentor or the Volunteer Coordinator immediately.

FIRST AID

A first aid box is located on the front desk. A trained first aider or appointed person should be called in the event of a person injuring themselves or being taken unwell. In the event of serious injury or illness, dial 999 immediately.

FIRE SAFETY AND EVACUATION

PLEASE SEE THE FIRE EMERGENCY PLAN IN SECTION 12 OF THIS PACK

AT ALL TIMES THAT THE LIBRARY IS OCCUPIED, THE FOLLOWING PROCEDURES SHOULD BE FOLLOWED:

ON ARRIVAL:

- The back door (fire escape) – pull down bolt
- Unlock Chubb key – this leaves door on Yale only, therefore easy to open in a hurry.
- Unlock all garden doors

ON DEPARTURE:

- Relock all of the above
- Lock Front Door, ensuring the bolts on the right hand door are locked properly top and bottom

NOTE: THERE IS A KEY TO THE SIDE GATE HANGING ON A HOOK BESIDE THE BACK DOOR

CONTACT DETAILS

PRIMROSE HILL LIBRARY: 020 7419 6599

VOLUNTEER MENTORS:

Maureen Betts   07919 444187
mbetts99@lineone.net

Rosemary Caplan   07801 558531
rosemarycaplan@mac.com

Sieska Cowdrey   0207 722 7085
sieska@tiscali.co.uk

Marijke Good   07909 288211
marijke.good@gmail.com

Frances Parsons   07930 326389
francesparsons@live.co.uk

Sharon Ridsdale   07766 755708
sharon.ridsdale@btopenworld.com

Val St Johnston   020 7722 5932
valstj@sky.com

Jane Seal   0207 722 9575
jane.seal@hotmail.com

LIBRARY STAFF:

Suzy Flexer and Terry McGowan - Admin Staff
events@phcl.org

Will Carnochan – Finance Manager
financemanager@phcl.org

Mick Hudspeth – Manager PHCA
primrose_hill@btopenworld.com

History of Primrose Hill Community Library

From 1987 onward Camden Council intermittently threatened they wanted to cut library services in the borough and finally in 2011, after their grant from Central Government was drastically cut, they announced they would close three Camden Libraries at end of March 2012. Chalk Farm Library was one of them. This decision was taken at a June 2011 Council meeting, but a number of local councillors then got together and came up with a plan to encourage local groups to take on the running of these libraries. They persuaded Council members to let them take this idea forward and in September 2011 set up meetings in the community to describe how this could work. In November 2011 they produced an "Expressions of Interest" document and groups were invited to apply to run these "condemned" libraries. After many discussions the Trustees of the Primrose Hill Community Association (PHCA) a registered charity, agreed for an application to take on the running of Chalk Farm Library be submitted to Camden.

Then the really hard work started. Dame Joan Bakewell a local resident agreed to be Patron of the Appeal and after a budget to run the library had been agreed by PHCA, a "pledge of money" form with a leaflet was delivered to all houses and businesses in Primrose Hill, and was followed up by volunteers knocking on doors to collect in these forms. By January 2012 pledges totally £400,000 were received. In early March 2012 Camden Council told us our application was successful and they gave us: a 20 year lease, with rent relief on the first six years; a "setting up grant" to help with initial expenses and donated all the library books in the library for us to use.

So then we had to turn all the pledges promised into cash, negotiate a lease with Camden and set up procedures on how to run our library. A part time Project Manager was employed to sort out utilities and IT requirements, including a system for logging books in and out, a Library Board of 11 volunteers was

recruited and sub-groups were set up to take things forward. A Library Manager and Bookkeeper were employed in July and a Librarian in October.

Initially we opened the doors on Saturdays to introduce people to the Primrose Hill Community Library but once staff were in place, volunteers trained, the Eclipse Library system working and library cards available we opened four days a week Mon, Wed, Fri and Sat with Tue, Thu and Sunday being set aside for people to rent out the space. The official opening took place on 22 October 2012 with Alan Bennett and Dame Joan Bakewell in attendance.

To date over 100 volunteers have been trained in a variety of tasks needing to be done in the library, over 500 people have applied for library cards, and room bookings are proving very popular.

If you haven't yet come into the library to either register for a library card and borrow books, use the computers, WiFi or read the newspapers we do hope we see you soon as you will be very welcome.

Marijke Good
Chair, Primrose Hill Community Library
January 2016
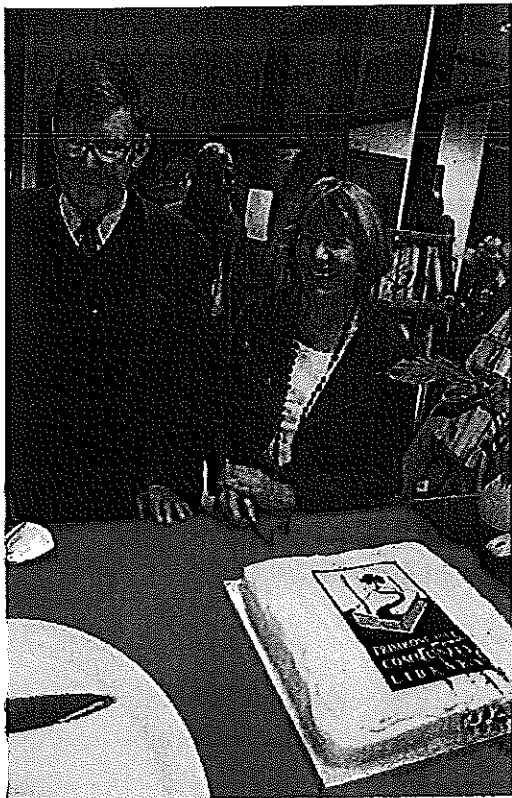
A GUIDE TO LOGGING ON TO THE ROTA

The rota for volunteers is stored on a shared Google drive. It can be accessed from anywhere, on any type of computer.

There are two ways the rota can be accessed:-

1. Via the PHCL website, at phcl.org
2. Via Google.

Accessing the rota via the PHCL website

1. In the address bar (see arrow) of your browser, type in www.phcl.org and press enter (the return key).
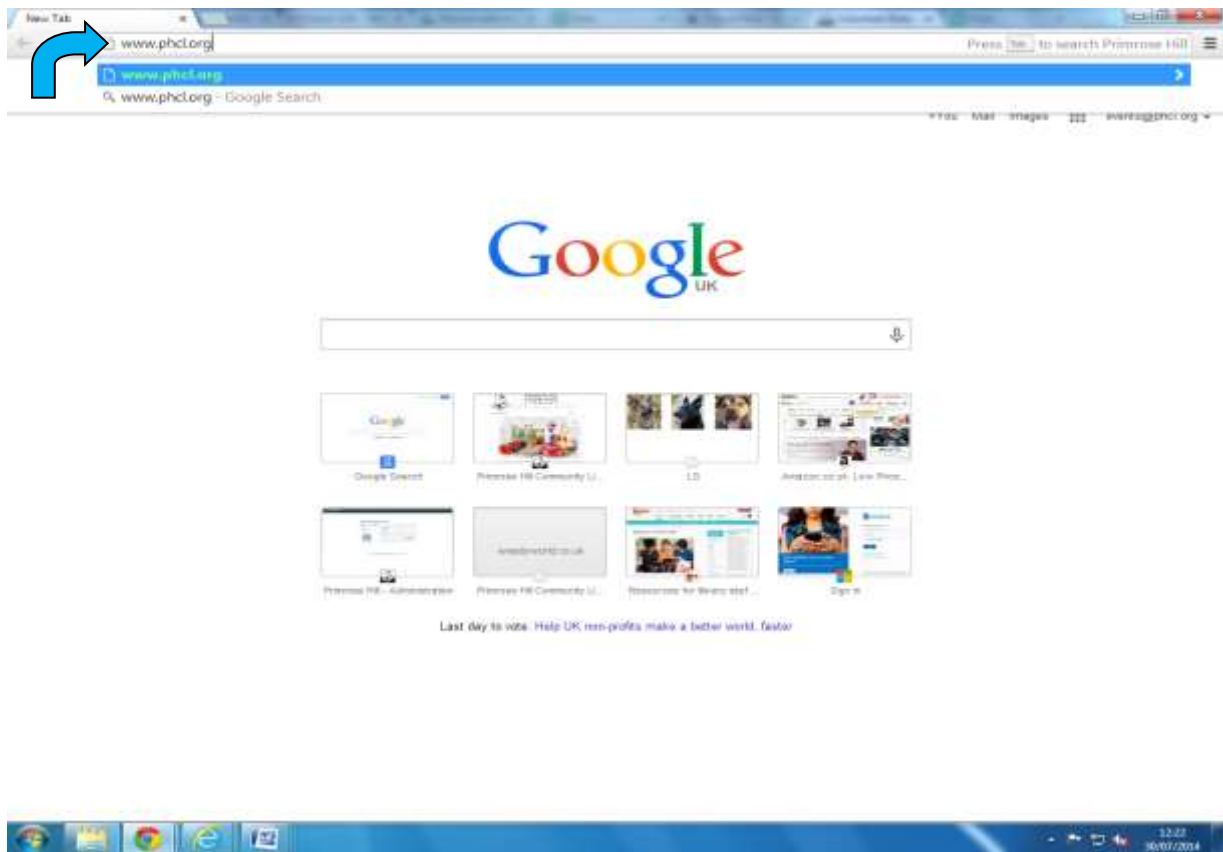
This will take you to the PHCL website:

2. In the box at the bottom of the page, there is a heading titled *Quick Links*. The first option is titled *Volunteer Rota (*see arrow above). Click here and you will be taken to the volunteer rota page.
This will take you to the Google Sheets page. If you never used the website to access the rota before, the page will look like this:
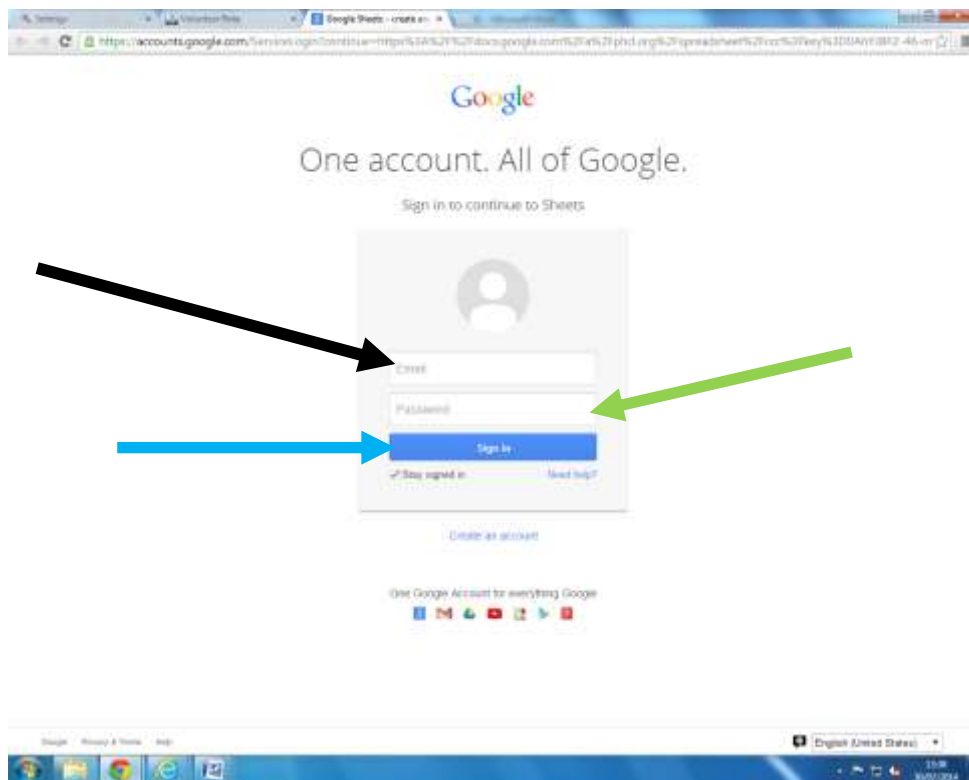
If this page comes up, you will have to input the rota email address (rota@phcl.org) in the email box (see black arrow above). In the password box (see green arrow), enter **RoTa@Sharpleshall!** (case sensitive). Then press the blue Sign in button (see blue arrow). This will take you to the rota.

If you have signed into the rota using the website before, the page you see will look like this:

In this case, click on the tab *Rota PHCL*. The next page will look like this:
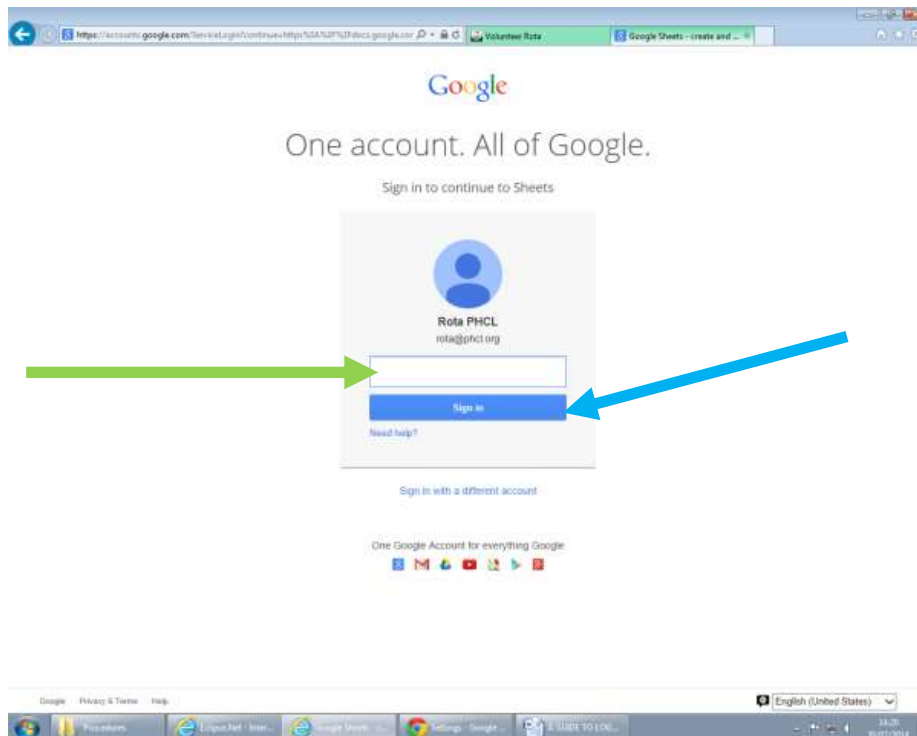
Type in the rota password (**RoTa@Sharpleshall!**) in the box (see green arrow above) and press the Sign in button (see blue arrow above). This will take you to the rota.

If you have a personal Gmail account, or someone has used your computer to access their Gmail, the page may look something like this:

In this case, follow the steps described on page 4. This will take you to the rota.
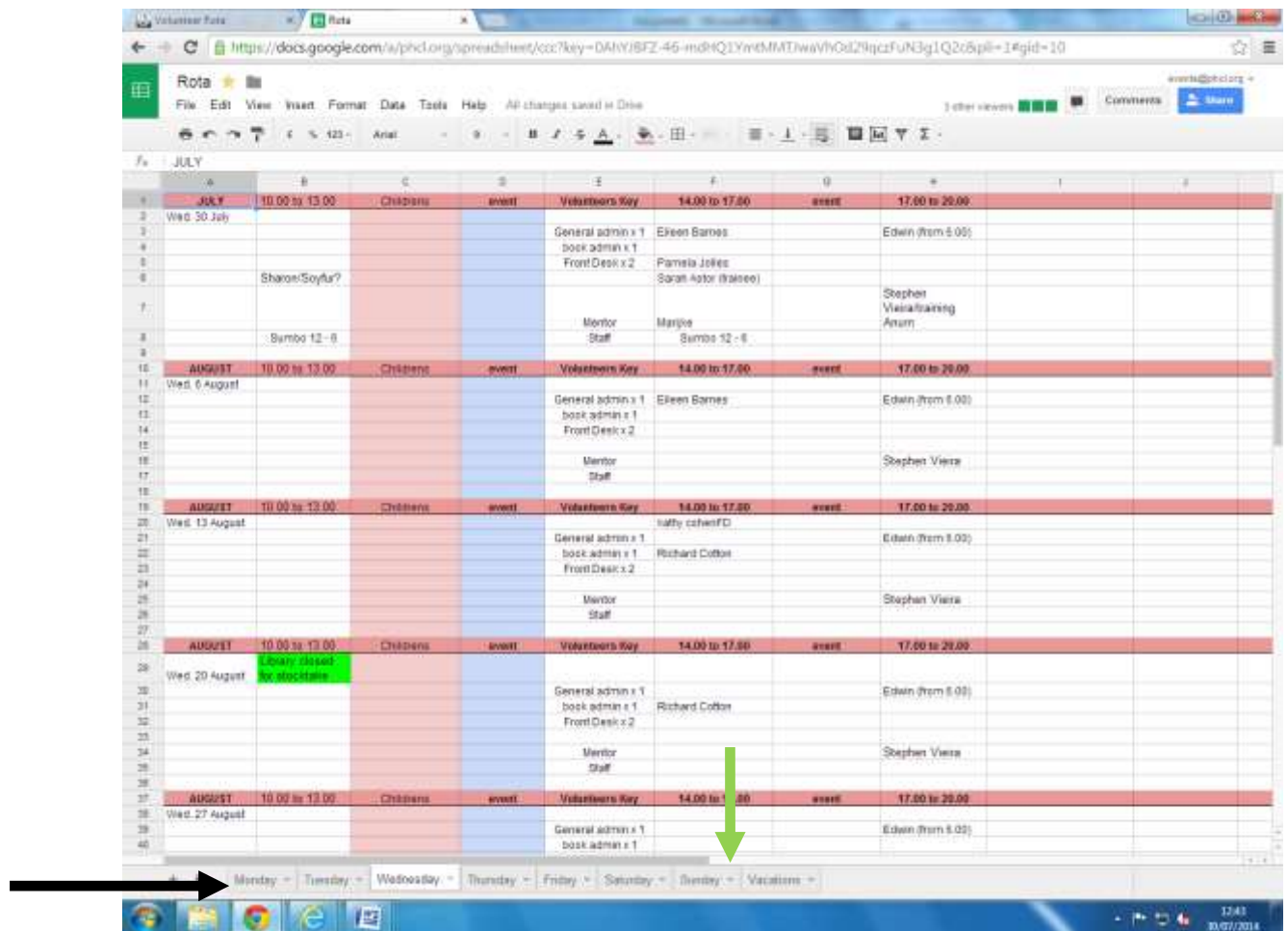

The tabs at the bottom of the page (see black arrow above) are labelled with the days of the week. Select (single left click) which day you would like to do a shift. **DO NOT PRESS THE ARROW TO THE RIGHT OF THE TAB (SEE GREEN ARROW ABOVE).**

3. Once you have selected the day you would like to do a shift, select the shift by double clicking on the time slot. The box you have selected will have a blue lining (see picture below), and the black cursor will flash in the middle of the box.
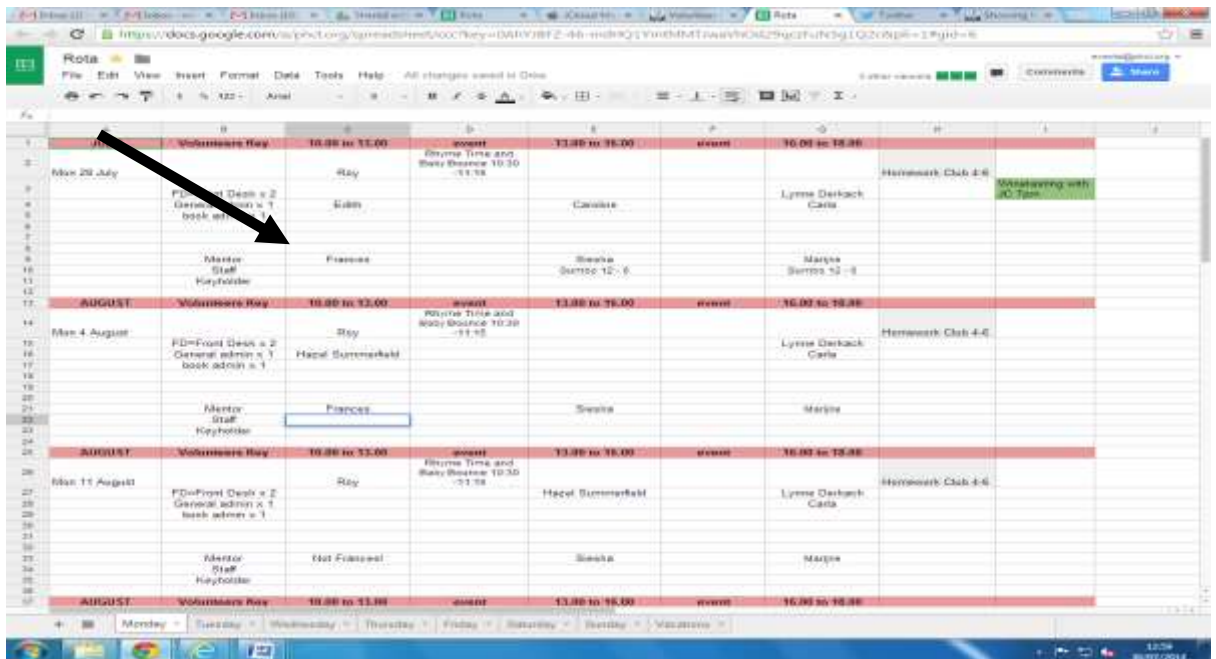
4. Type in your name, and press enter (the return key). As an example, I am going to enter my name for the 10am-1pm slot. My name is now added to the rota, and the box below my name now has a blue lining (see picture below).
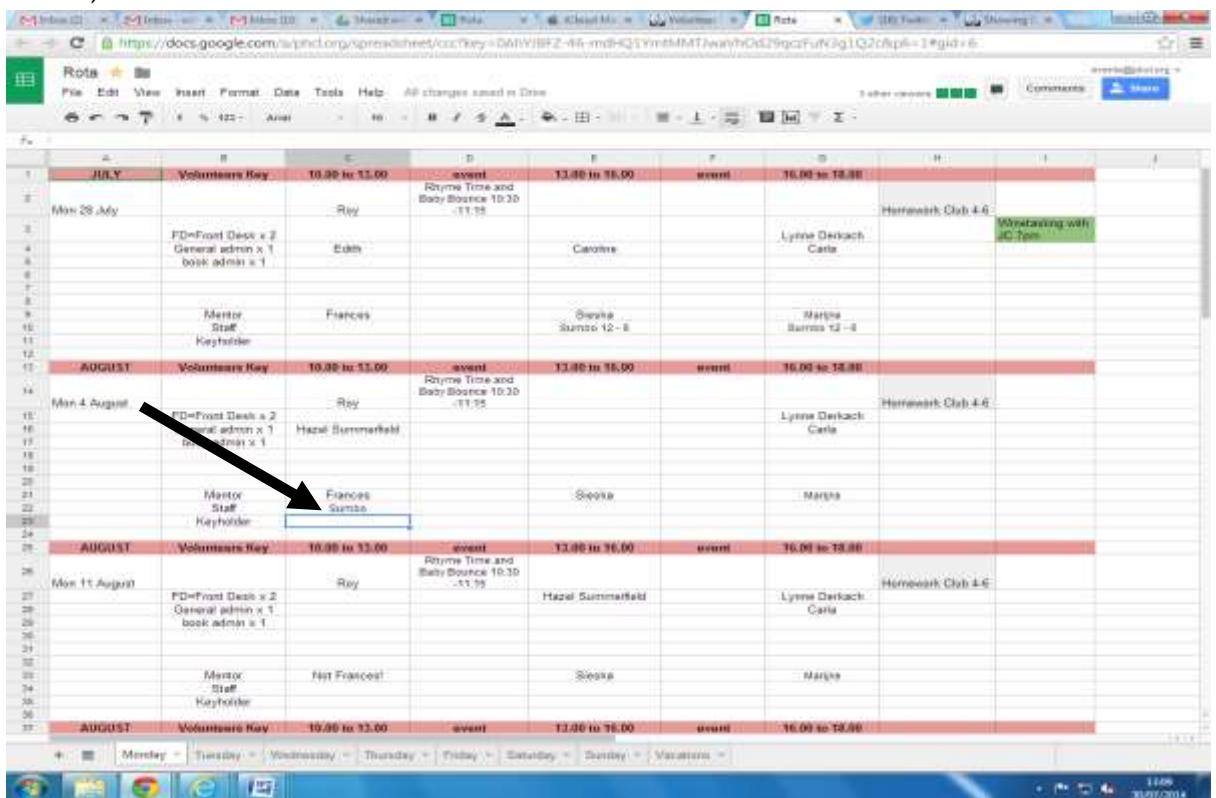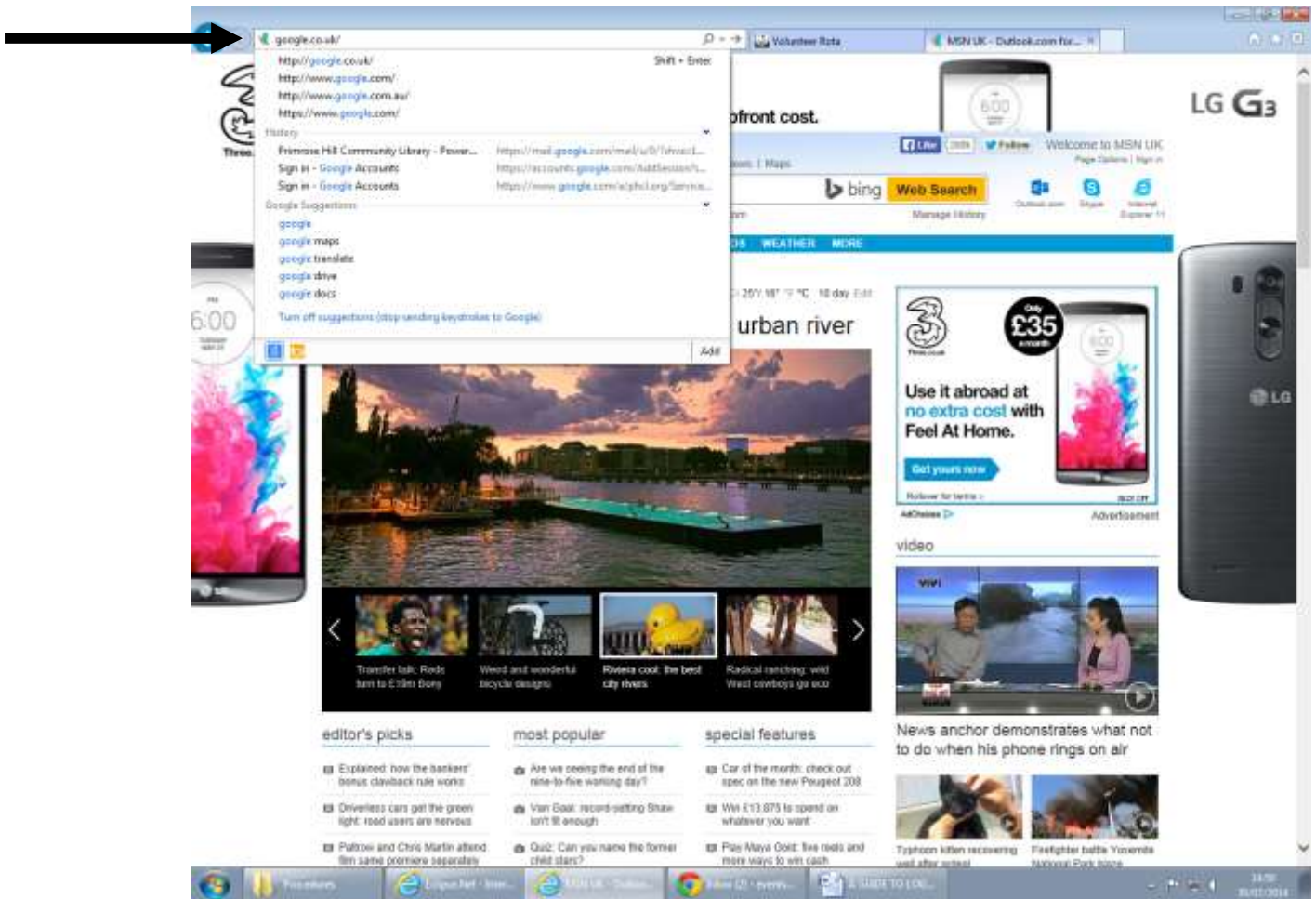
5. Repeat steps 3-5 to put your name down for as many shifts as you would like. When you have finished you can sign out. To sign out, click rota@phcl.org in the top right hand corner of the page (see black arrow), then press the Sign out button (see green arrow).
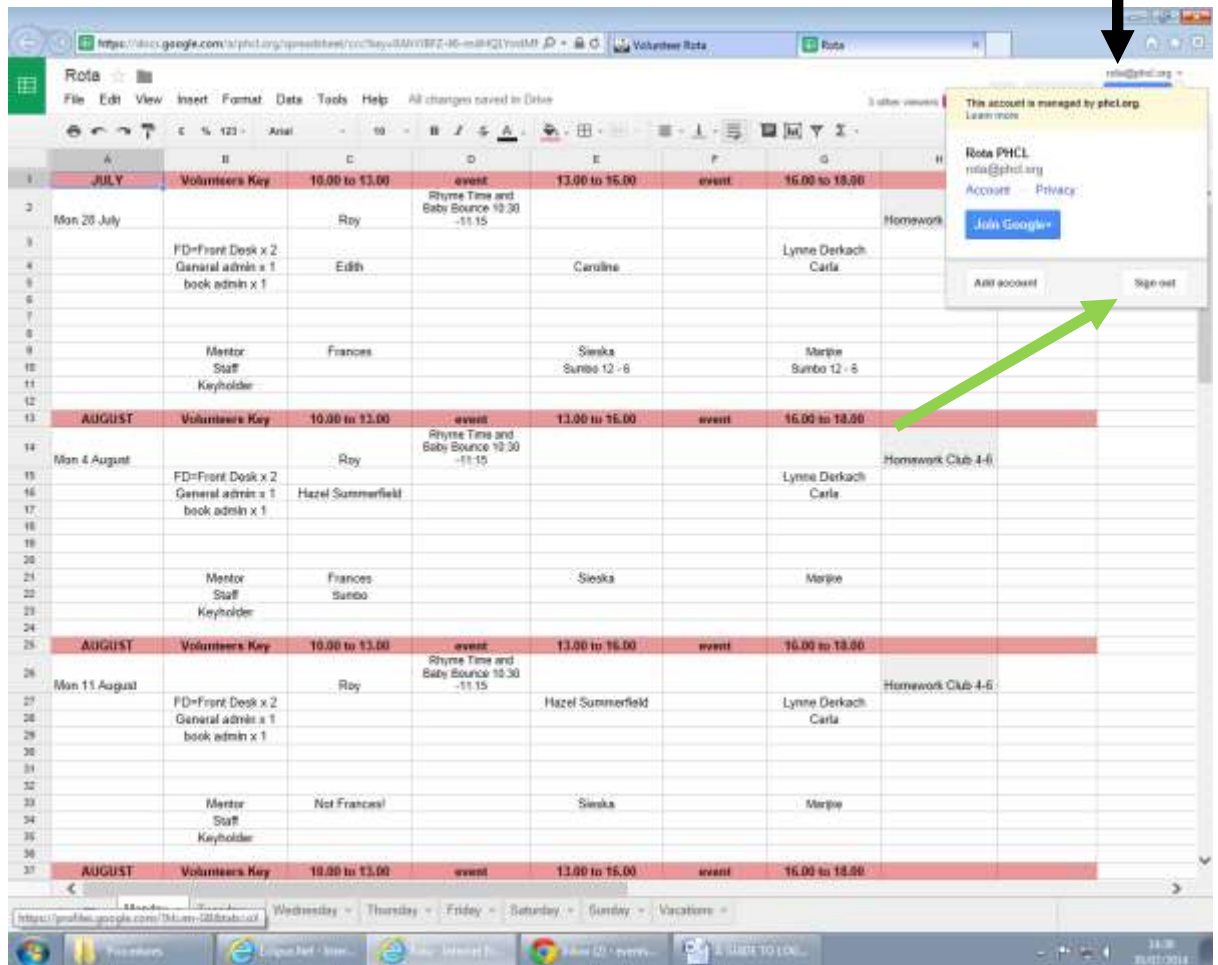
Done!

Accessing the rota directly via Google

1. In the address bar of you browser, type in google.co.uk.

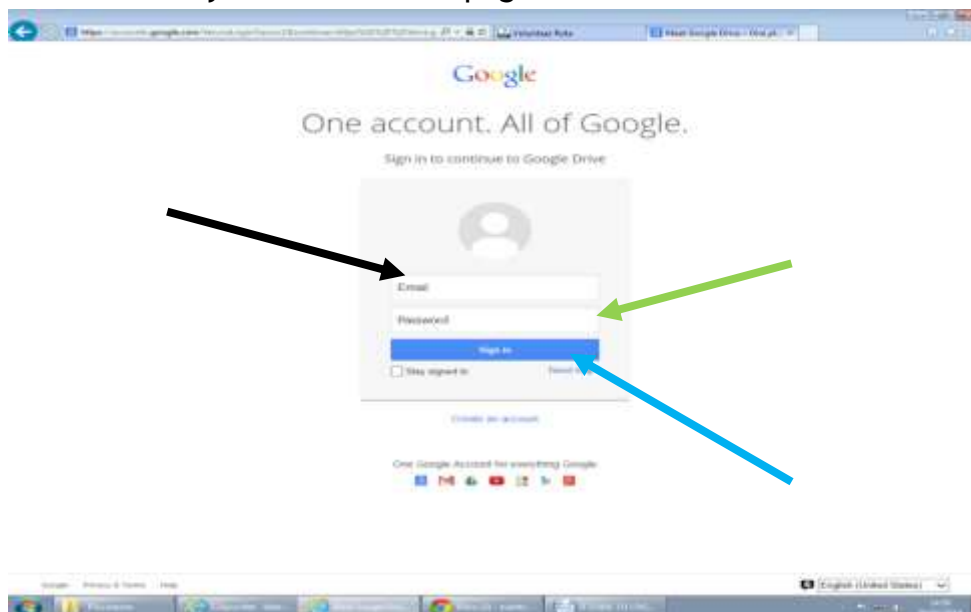
2. This will take you to this page:

3. In the top right hand corner, you will see *+You, Gmail, Images*-then a square cluster of 9 smaller squares (see black arrow on picture above). Click on the square, and a drop down will appear. Click on *Drive (*see black arrow on picture below):
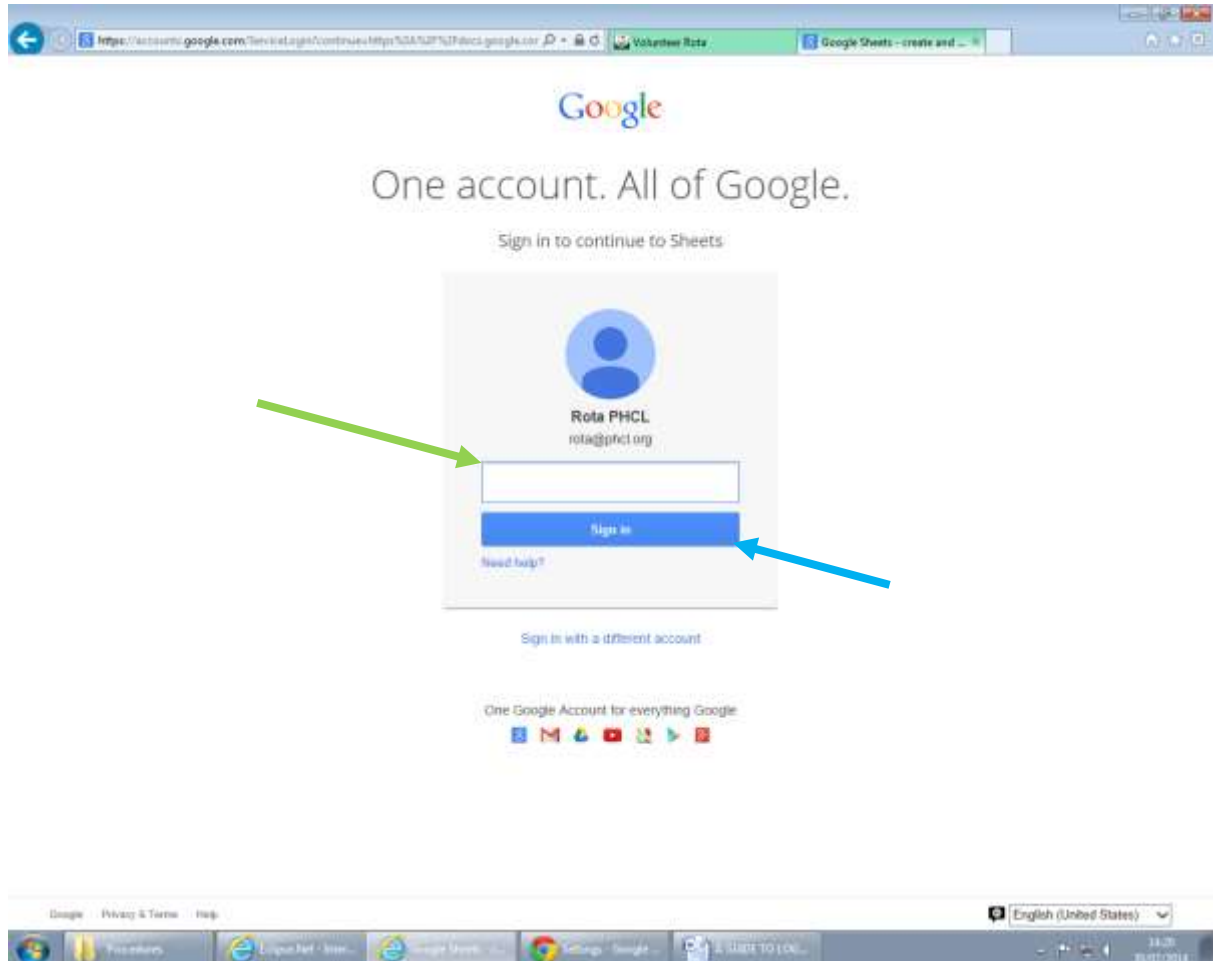

4. This will take you to either this page:

5. In this case, enter the rota login details:
    Email address: rota@phcl.org (see black arrow on picture above).
   Password: Sharpleshall (see green arrow on picture above).

    Then press Sign in (see blue arrow on picture above).
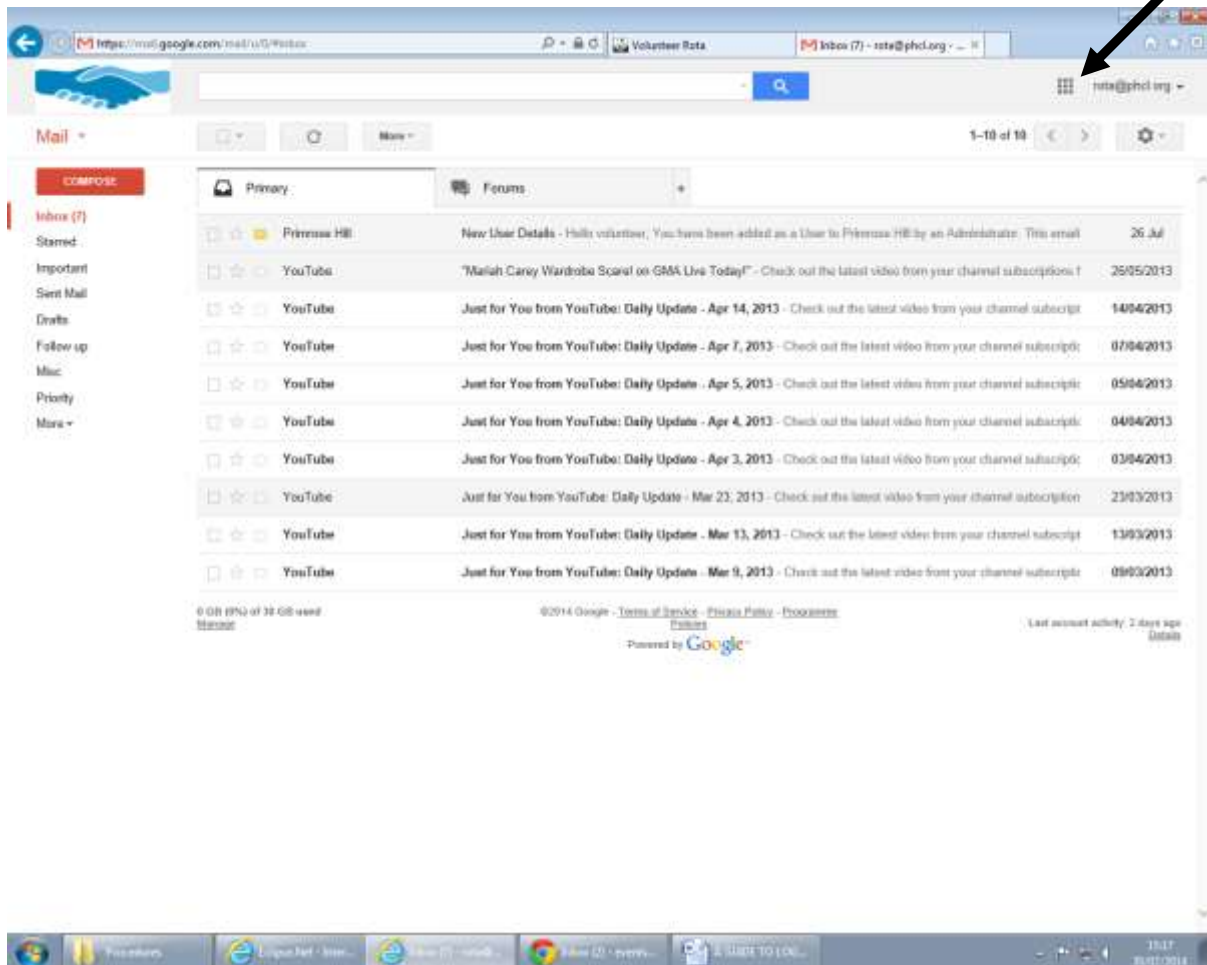
6. If this page comes up:

7. Enter the password only in the box (see green arrow above), then press *Sign in* (see blue arrow above).

8. If a page comes up where your personal email (or the personal email of someone else) is already there, click *Sign in with a different account* (see blue arrow below).

9. This will take you to this page. From here, click the *Add account* button (see blue arrow below).
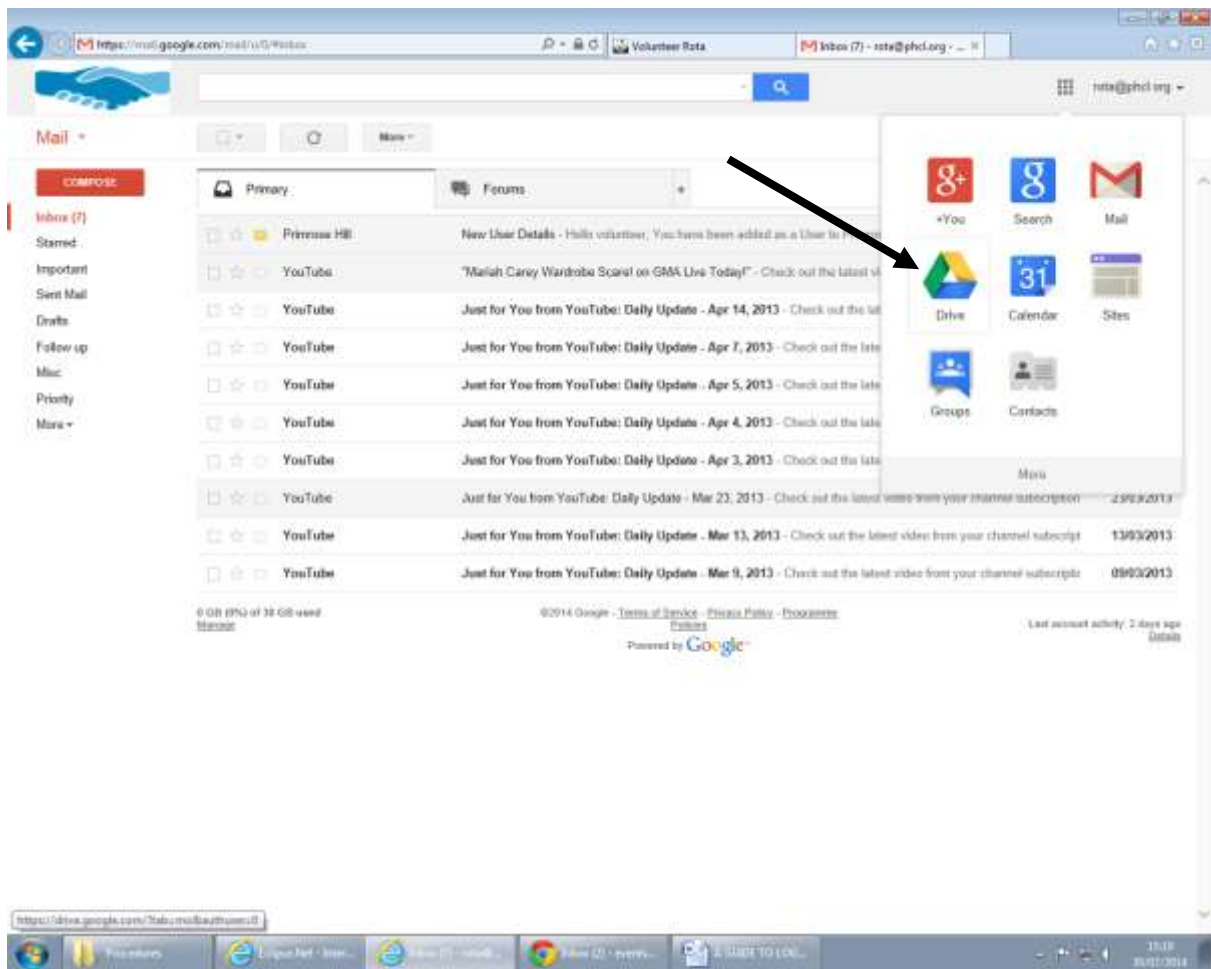
10. This will take you to this page (see picture below), where you can enter the rota email address (see black arrow) and password (see green arrow). Then press Sign in (see blue arrow).
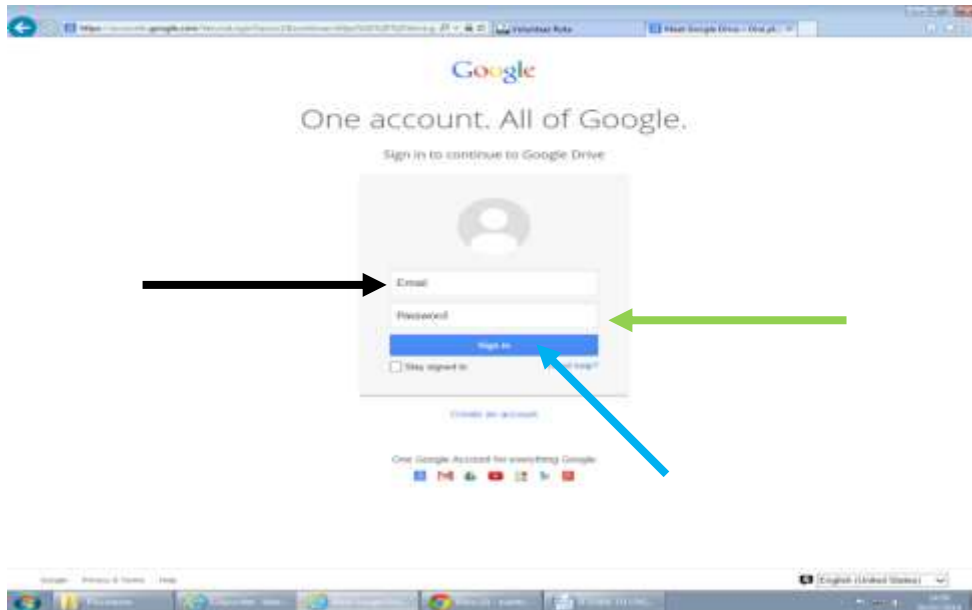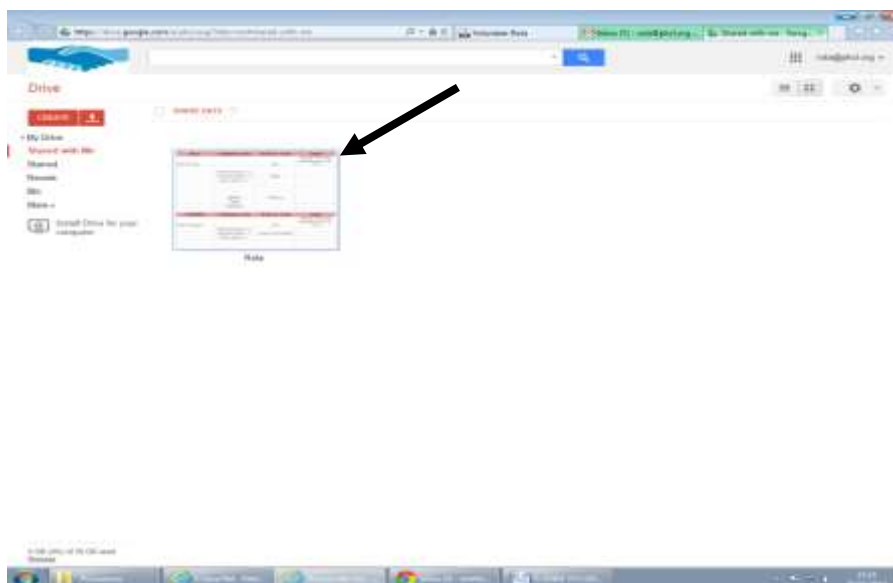
11. If you sign in and end up on the mail page, click the square cluster on the top right hand corner of the screen (see black arrow).

12. Select Drive.

13. Click on the picture of the rota.

14. This will take you to the rota.

From here, you can follow exactly the same steps described above to sign up for a shift, and then log out.

Eclipse

Eclipse should be up and running when you start your shift. If it is not, please ask a mentor to start up Eclipse on the computers.

The Circulate Page on Eclipse

A mentor will have opened the screens needed to issue books on Eclipse, which is the **Circulate** page. If the page is not open, follow the following steps.

1. From the Eclipse home screen, select **Circulate (see arrow on picture below)**;
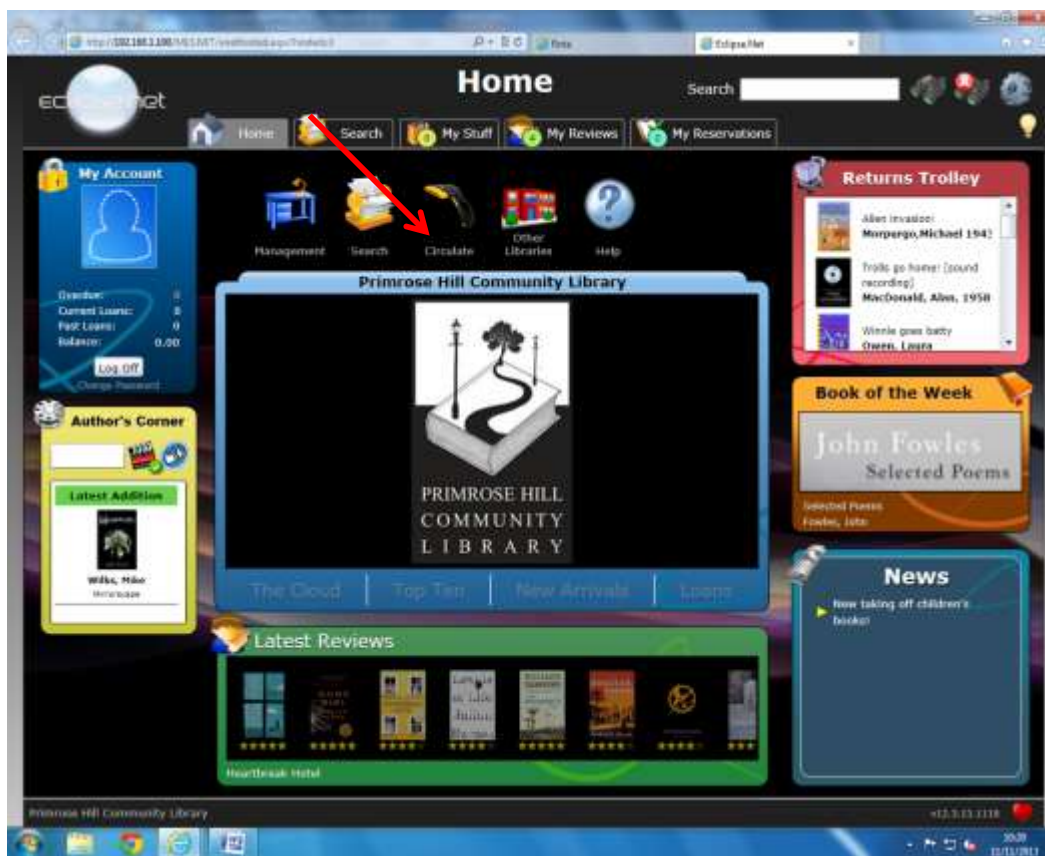
2. This brings up the page pictured below.
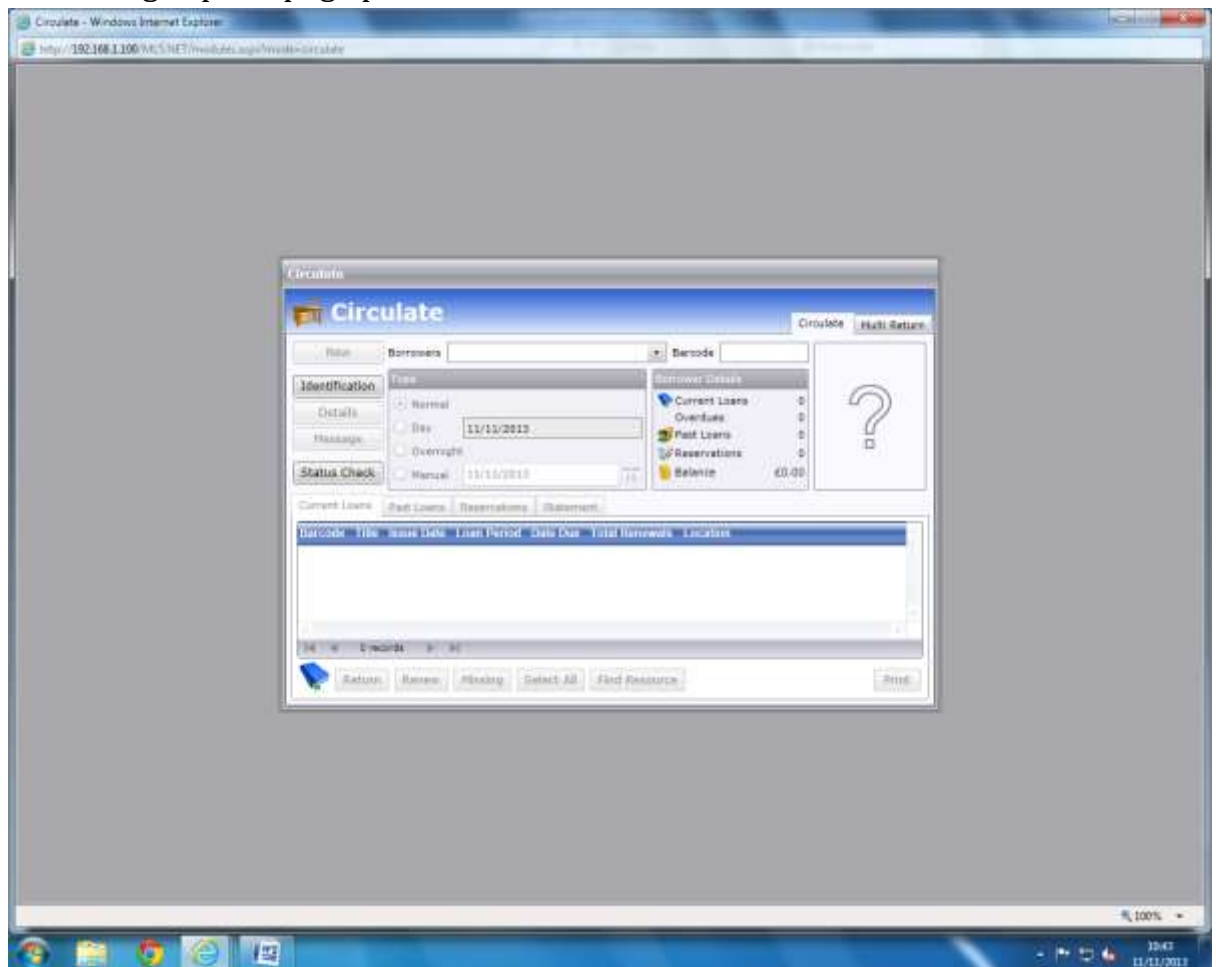
From the Circulate page, it is possible to do the following;

- Issue a book to a library user
- Return a book
- Reserve a book for a library user
- Renew a book
- Update a library user's contact details
- Take payment for any fines accrued by a library user.

1. Issuing Books

From the Circulate Page (pictured above), follow the steps below to issue a book.

I. Scan the barcode on the library card. Alternatively, type the library card number in the barcode box. If a library user does not have their card or cannot remember their number, their record can be brought up by typing their **surname** in the **Borrowers** box (see black arrow on picture below).
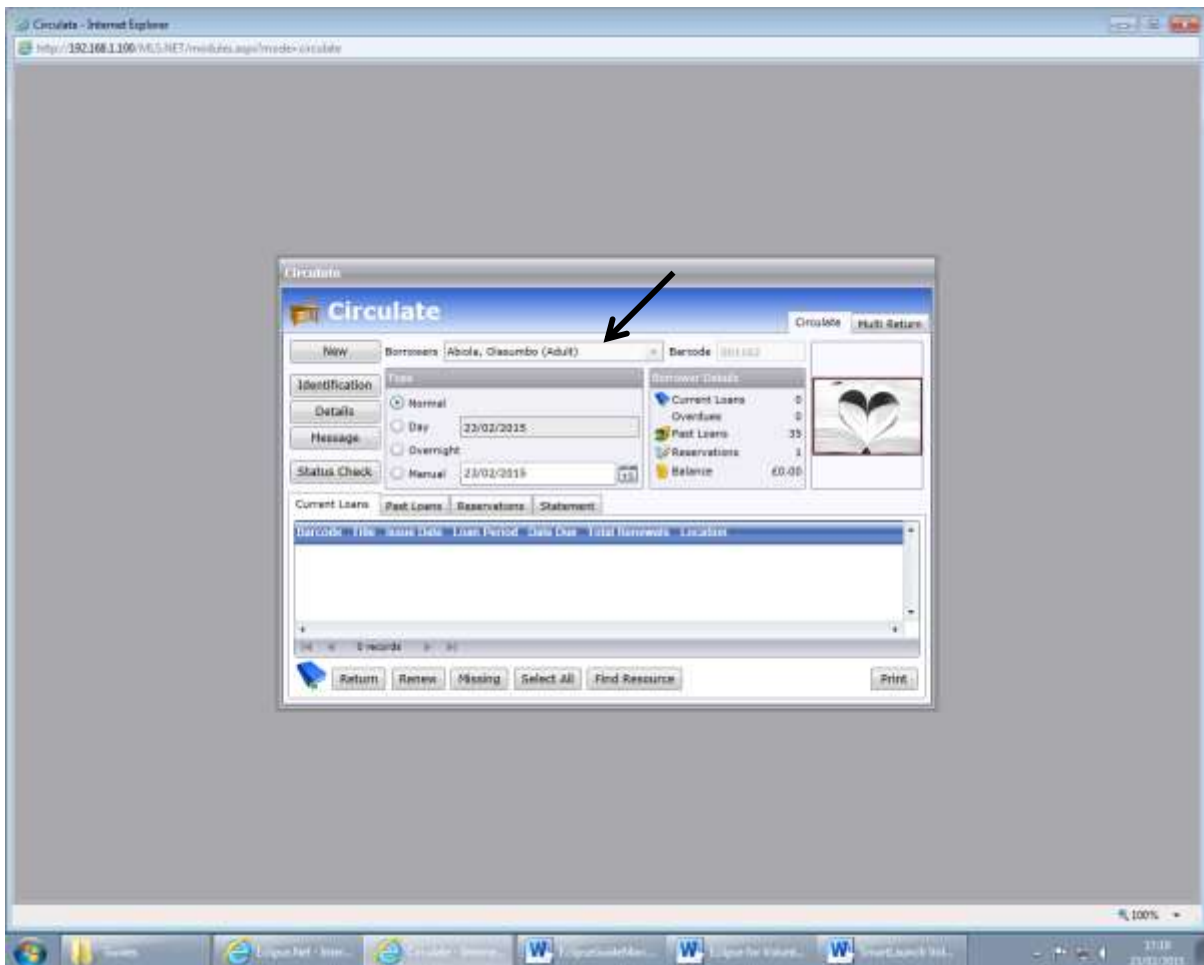
II. Once the library card has been scanned (or the library number typed in the barcode box), scan the PHCL barcode located inside the book.

Please be sure to scan the PHCL barcode, not the barcode usually found on the back cover of books!

III.   When the book has been successfully added to the library user's account, it should appear in the white box (see black arrow on the picture below).
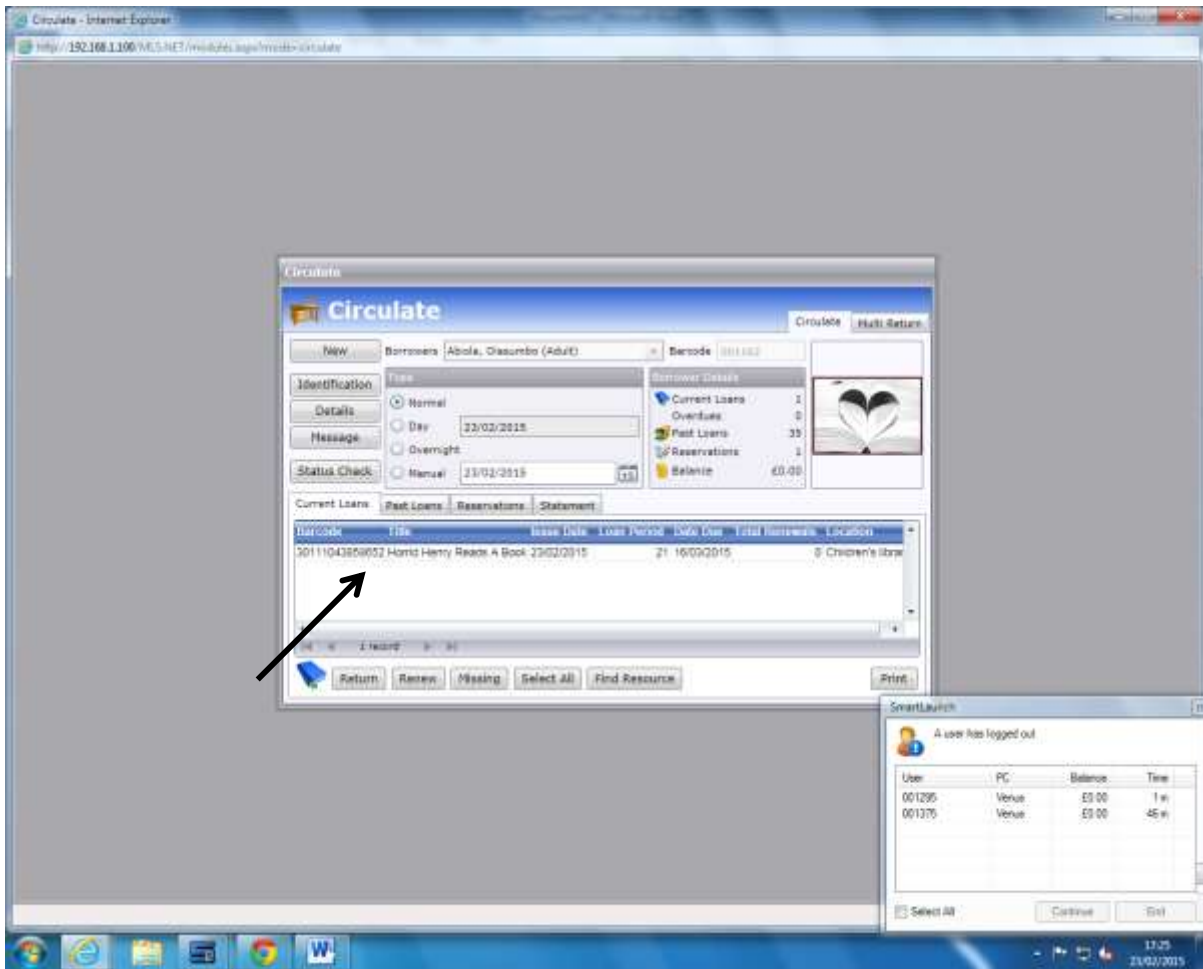
The book has now been successfully issued.

Issuing Books 2

Sometimes the scanner may briefly play up, and a library user will be insistent on taking a book out. If this happens, you can follow the steps below.

If the barcode on a book is worn/not scanning properly, please give the book to a mentor.

If the scanner is playing up for any other reason...

I.   Scan/type the library user's barcode number (or type in their surname as described above) from the **Circulate** page.
II. Select the tab **Find Resource** (see arrow on picture below).
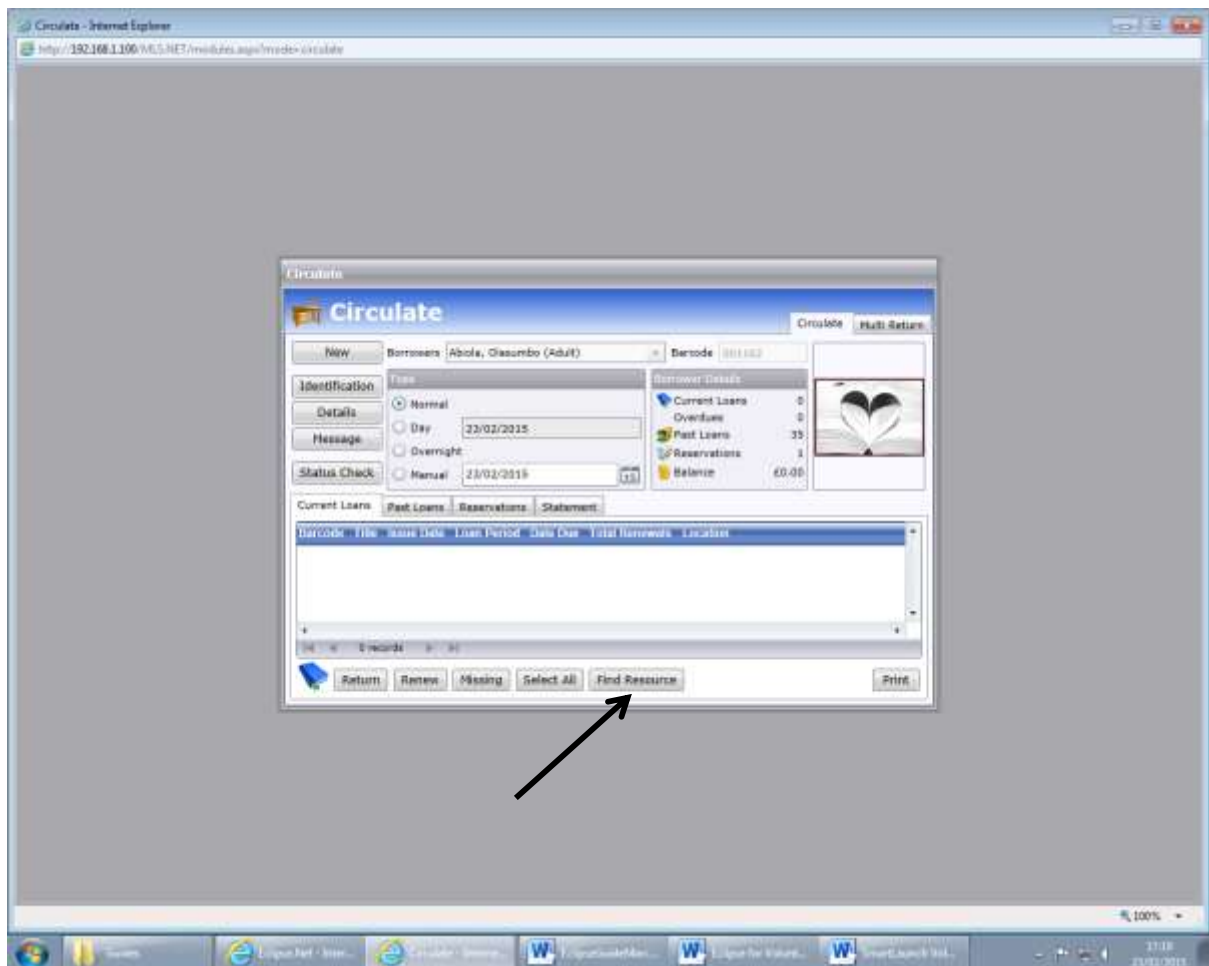
III.   This brings up the screen pictured below. From this page, enter the title of
        the book in the **Quick Search** box and press **Go**.
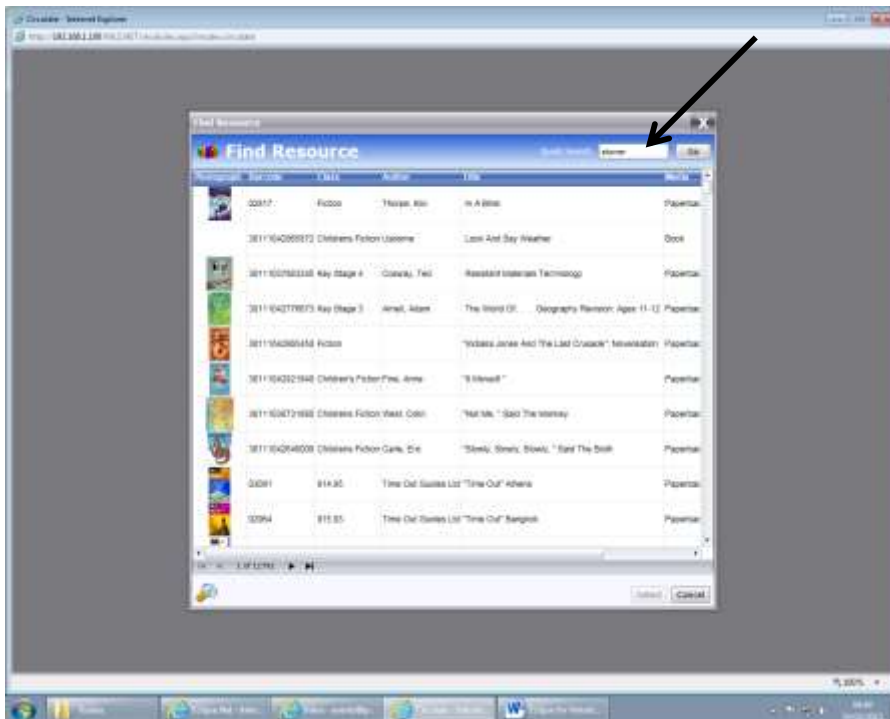
IV.   Select the title by clicking on it once (it will have a light blue hue on it), the
       pressing **Select** (see arrow on picture below).
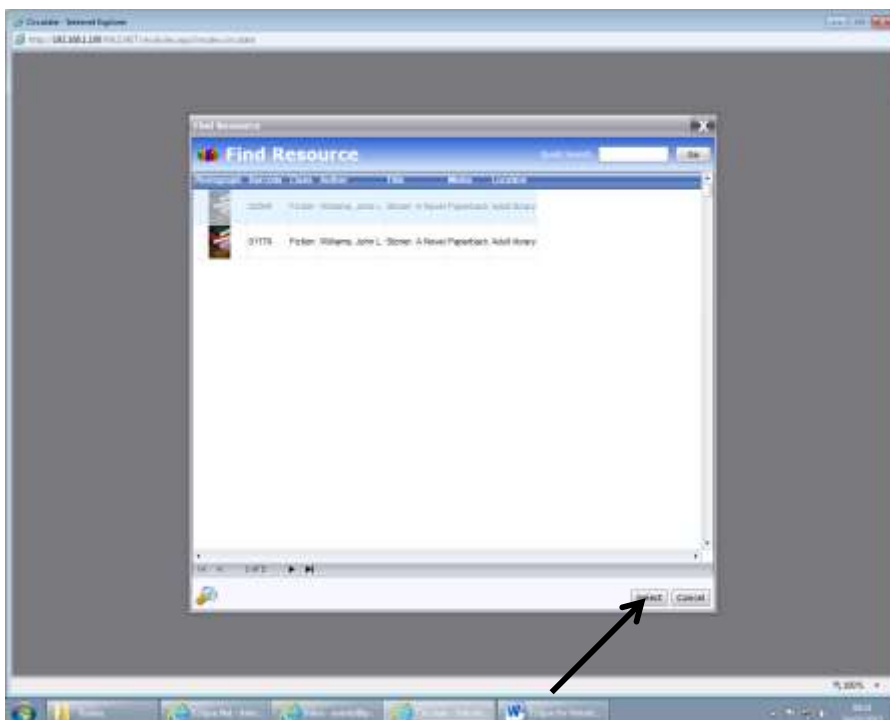
V. The book has now been put on the library user's account (see arrow on picture below).
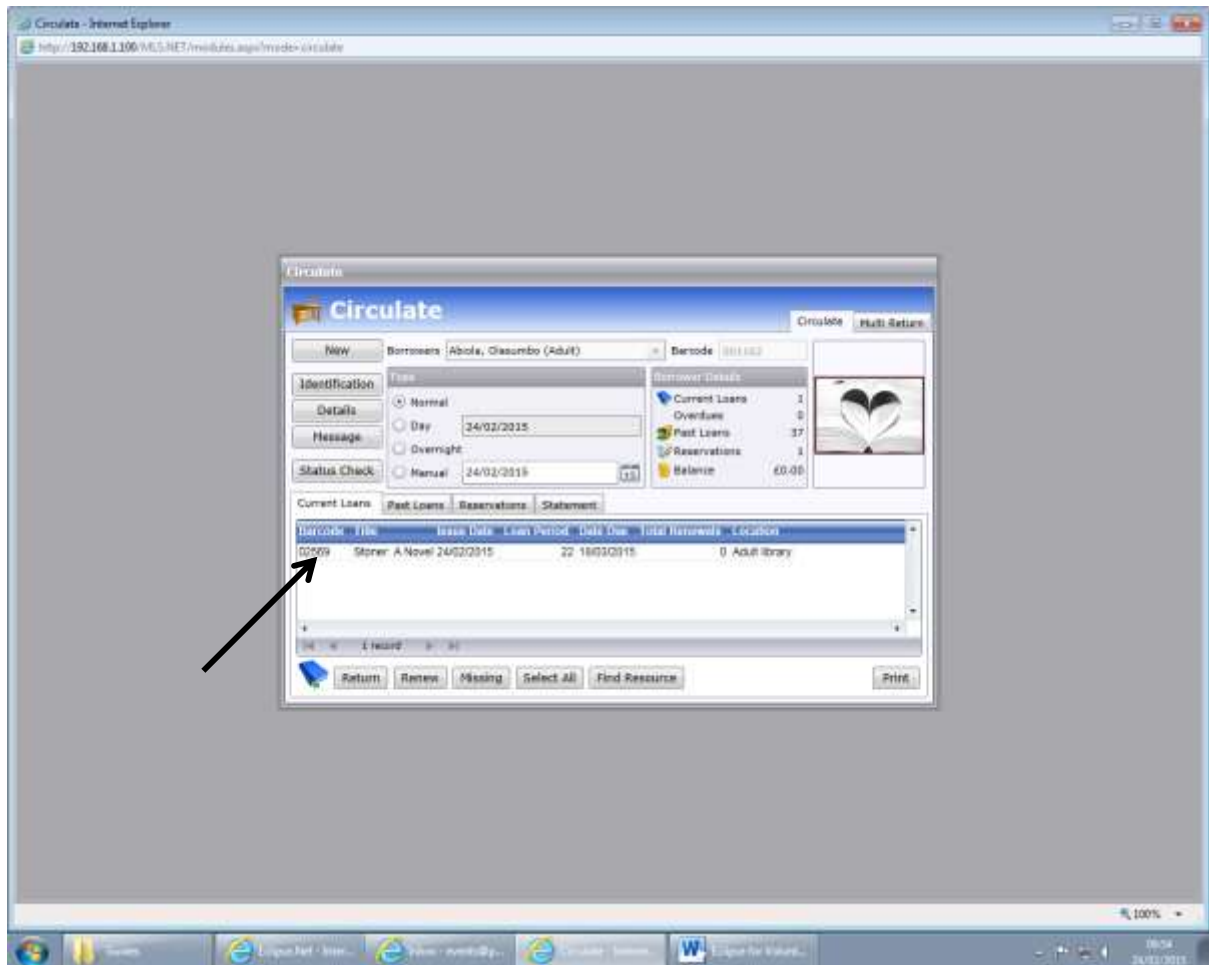
2. Returning Books

I.   From the **Circulate** page, select Multi Return (see arrow on picture below).
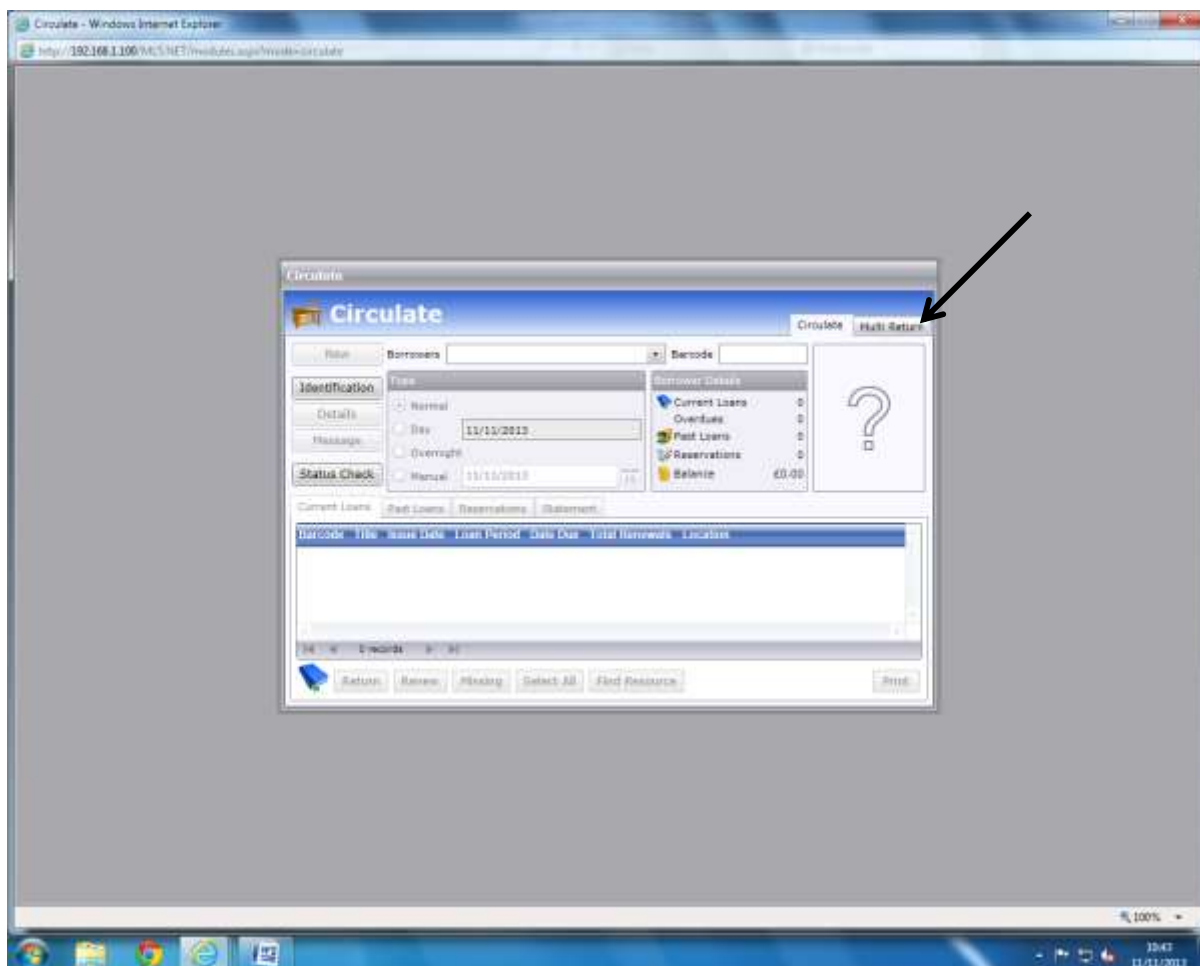
II.   The screen pictured below will appear.
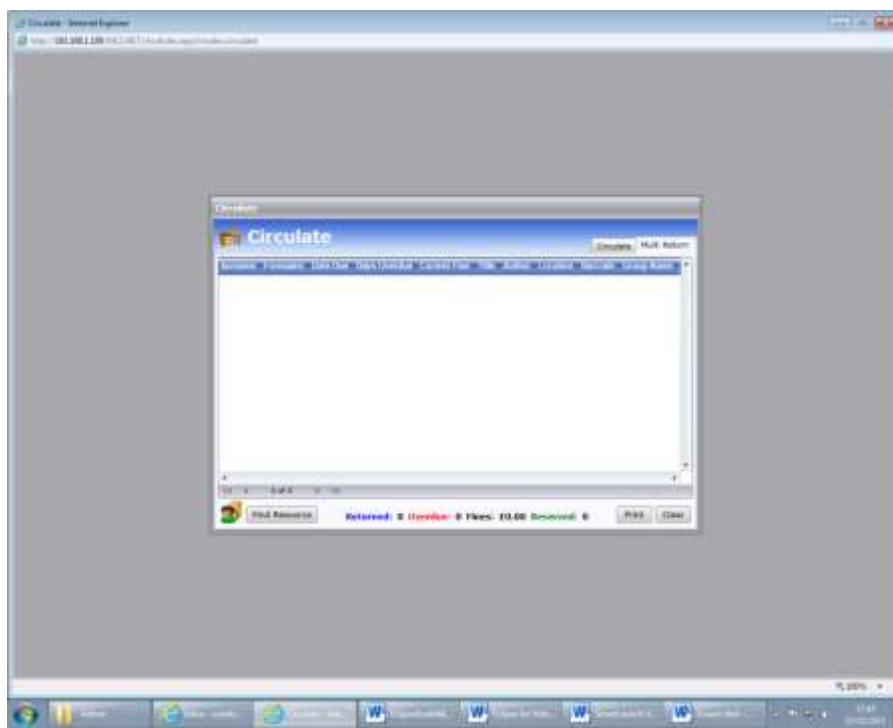
III.   Scan the barcode of the book being returned. If the book has been returned successfully, the name of the library user & the title of the returned book will appear in the box (see arrow on picture below).
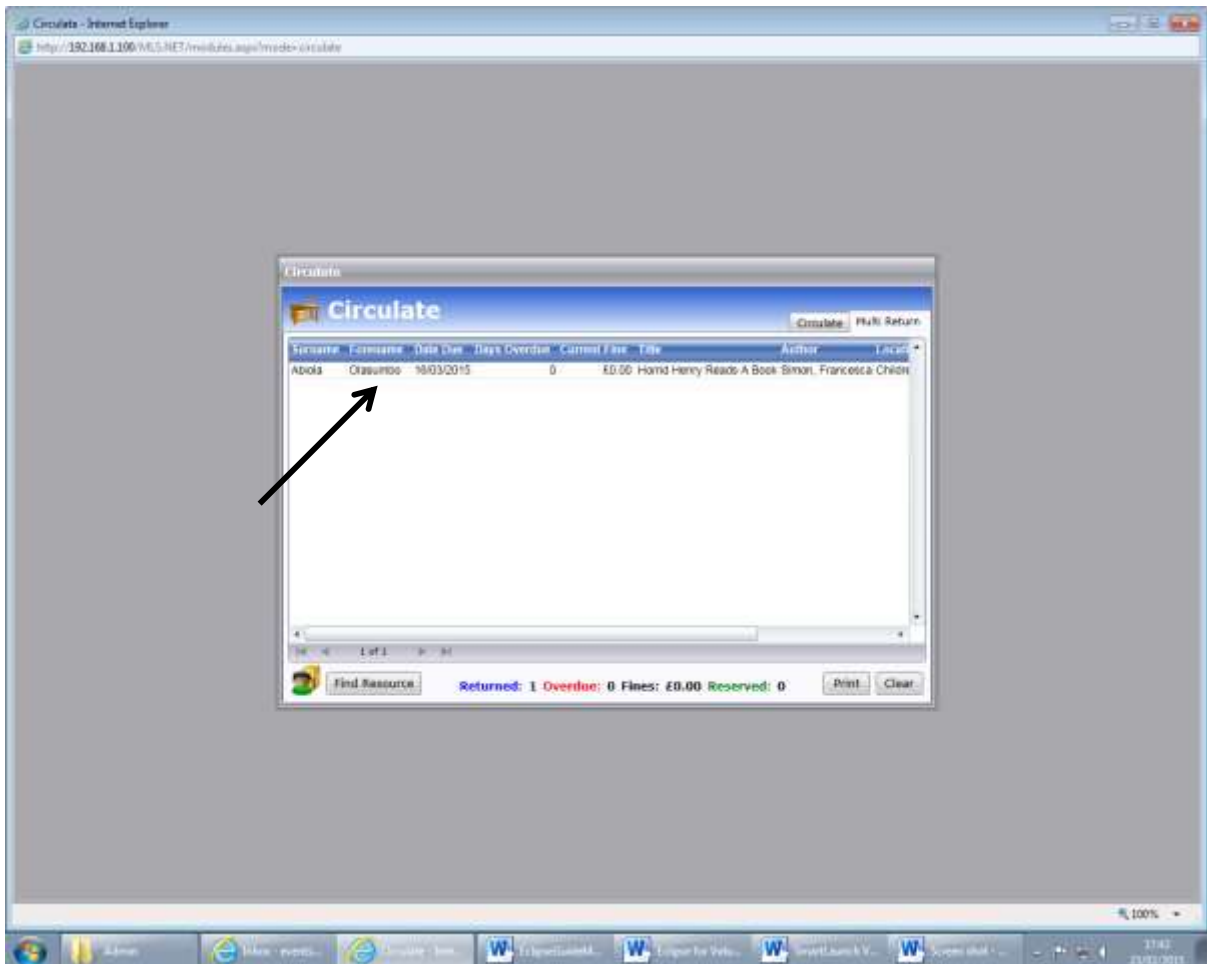
The book has been successfully returned.

Returning Books 2

The steps below show another way that books can be returned.

I. Scan/type the library user's barcode number (or type in their surname as described above) from the **Circulate** page.
II. This will bring up all the books currently on a library user's account.
III. If the library user wants to return more than one book on their account, select the Select All tab (see red arrow on picture below). If only one title is being returned, select the book to be returned by clicking on the title once, and then press the **Return** tab (see black arrow on picture below).
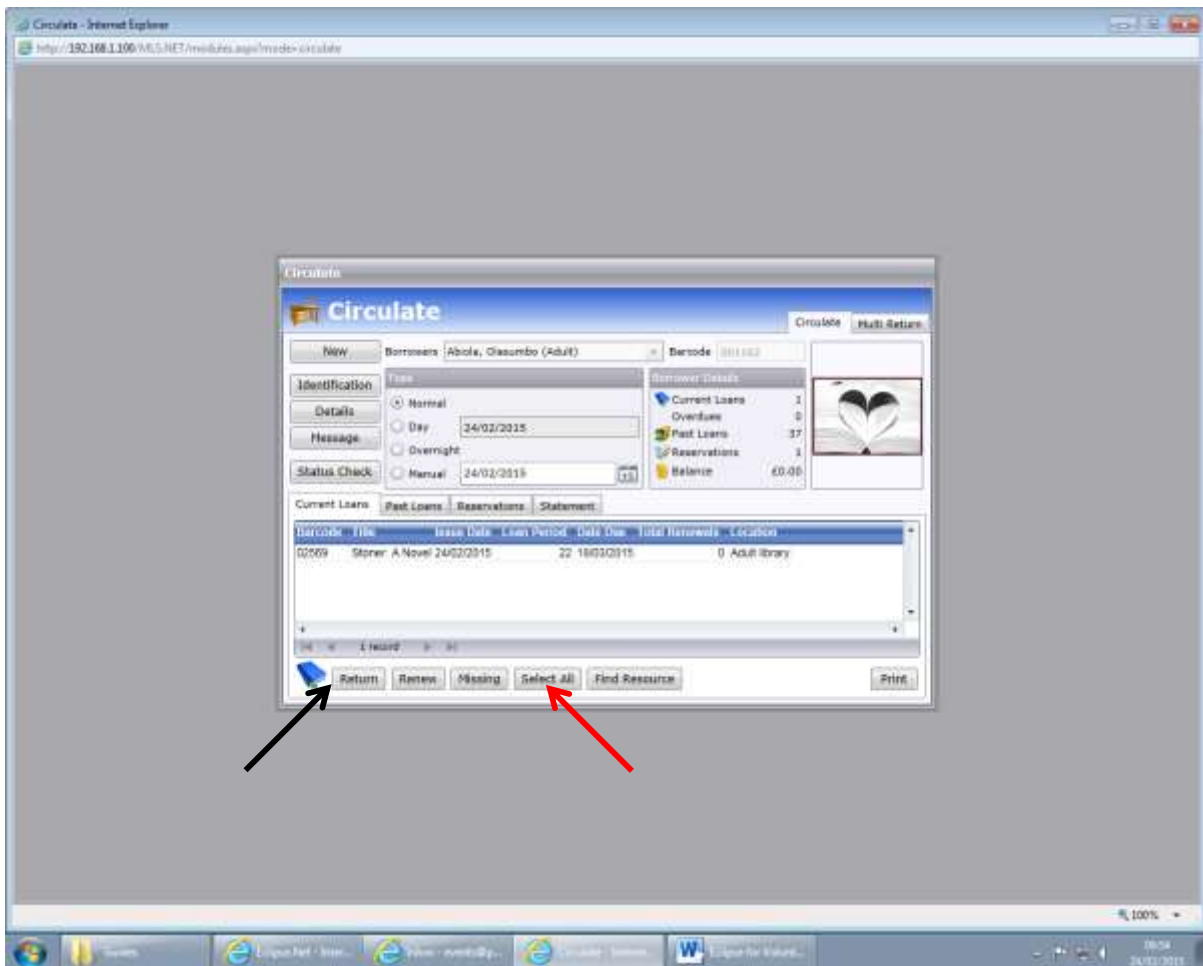
IV. From the page pictured below, select **Yes**.
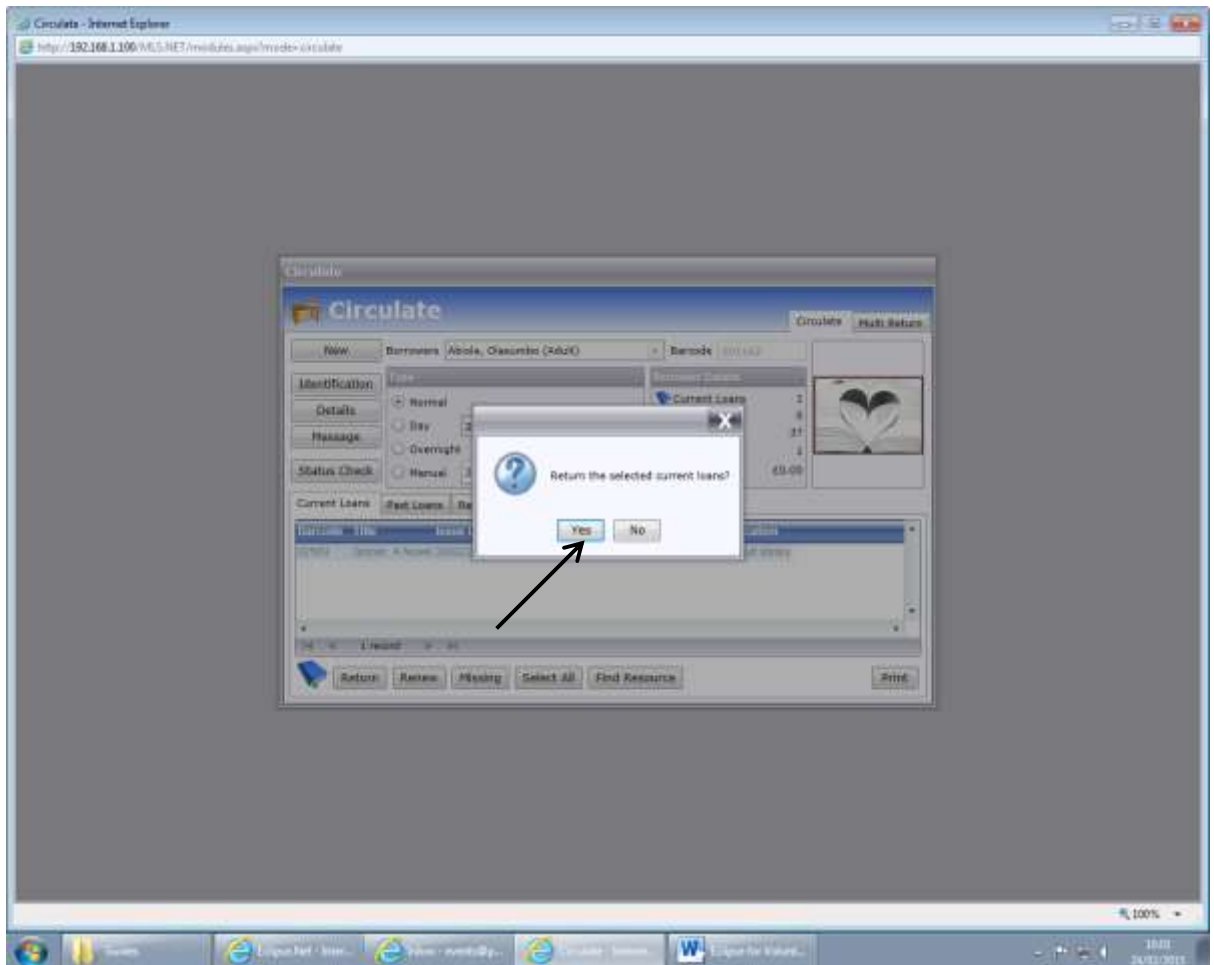
The book(s) has/have been successfully returned.

A few handy tips to remember…

- When switching from **Multi Return** back to **Circulate**, **always press the New button** on the **Circulate** screen before dealing with a different library user (see picture below).
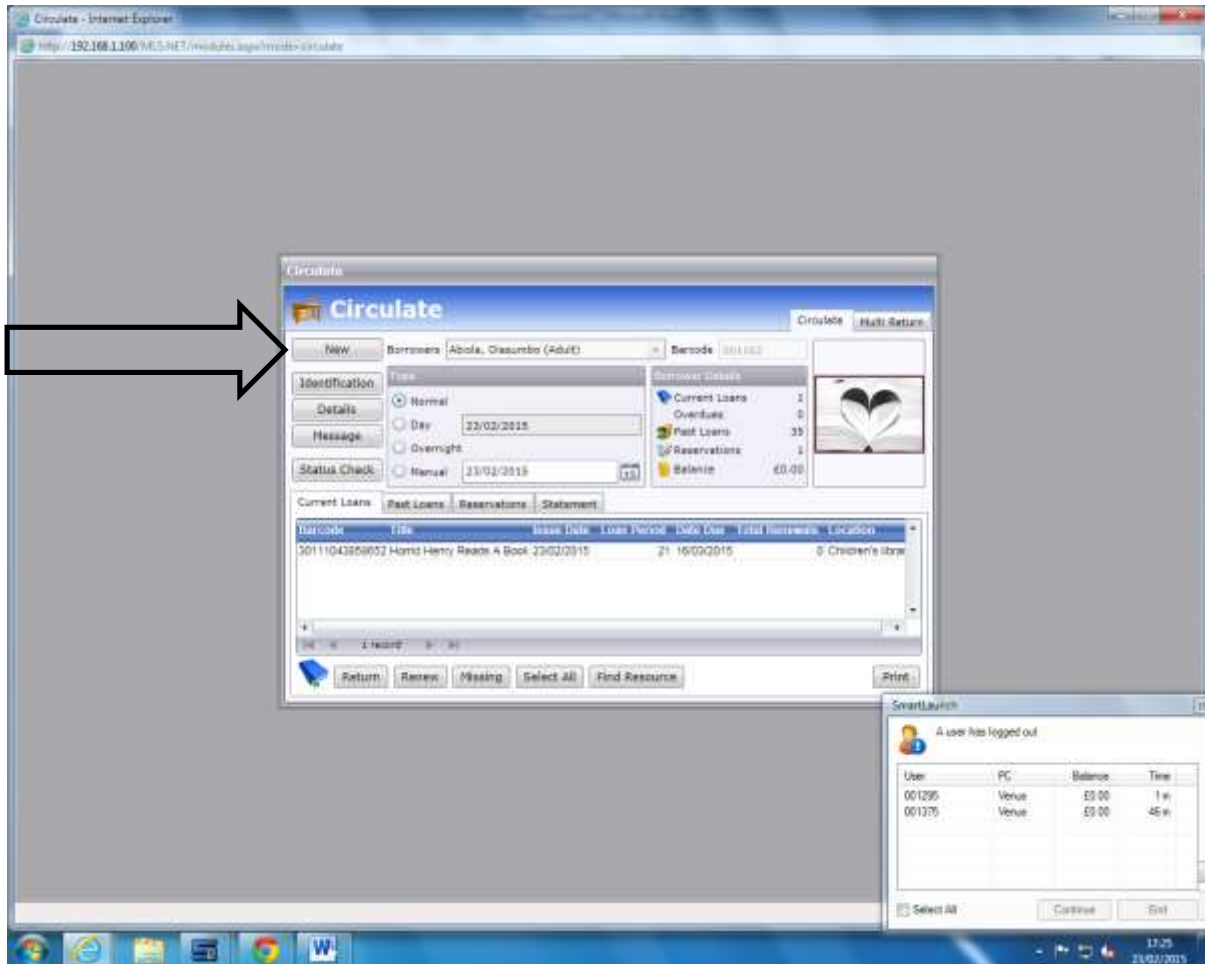
3. Renewing a Loan

Follow the steps below to renew a book.

I. Bring up the library user's record by scanning/typing in their barcode number (or their surname in the Borrower's box).

II. Select the resource to be renewed by clicking on it once it will be highlighted in pale blue). You can also press the Select All tab if renewing all the books on a library user's account. Select the Renew tab (see black arrow on picture below).
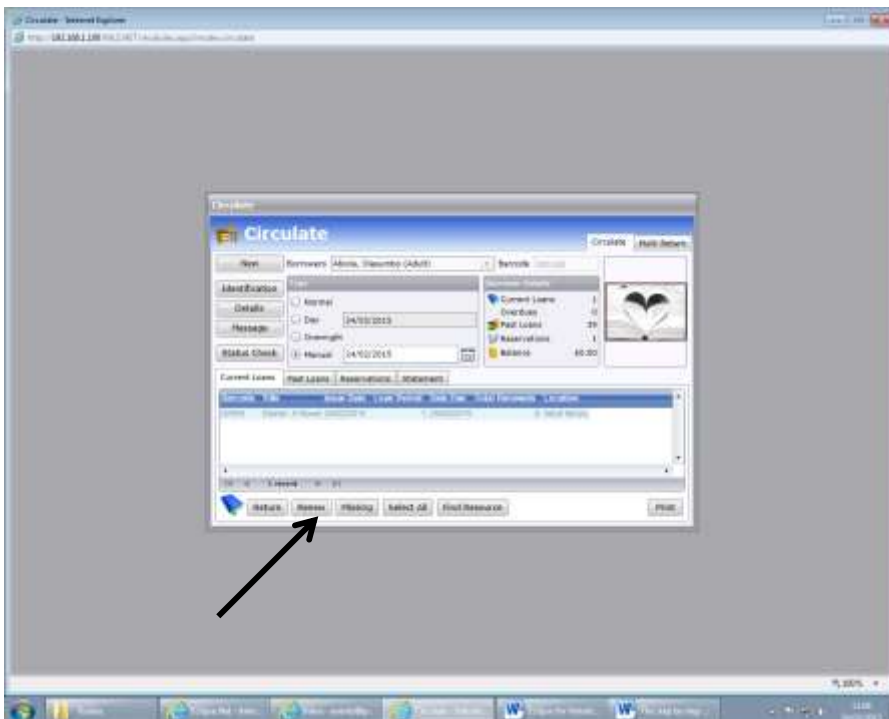
III. This brings up the page pictured below. Select **Yes**, and the book has been renewed.
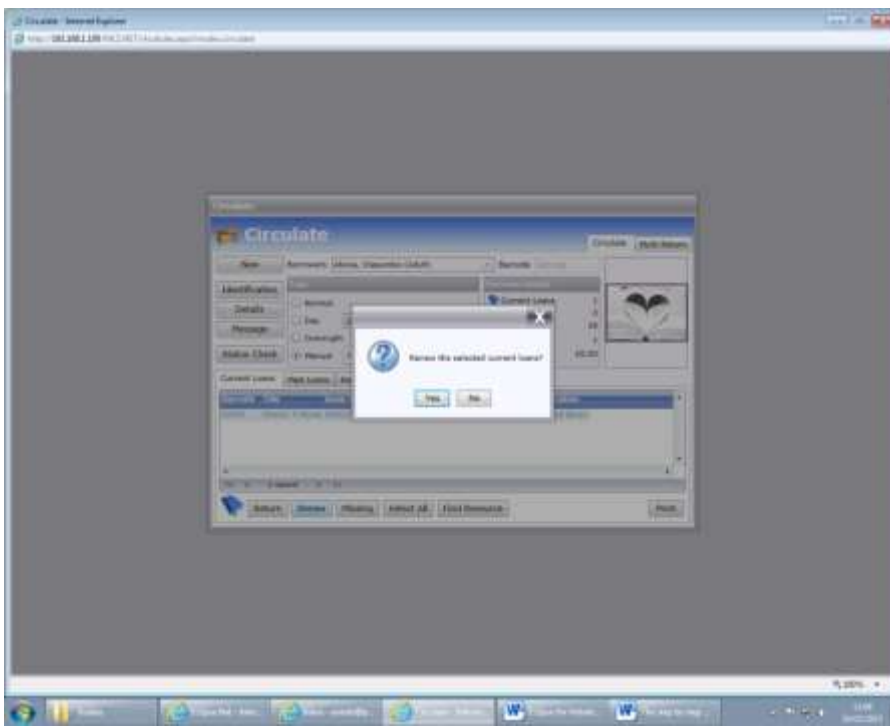
The due date has now been updated (see arrow on picture below).
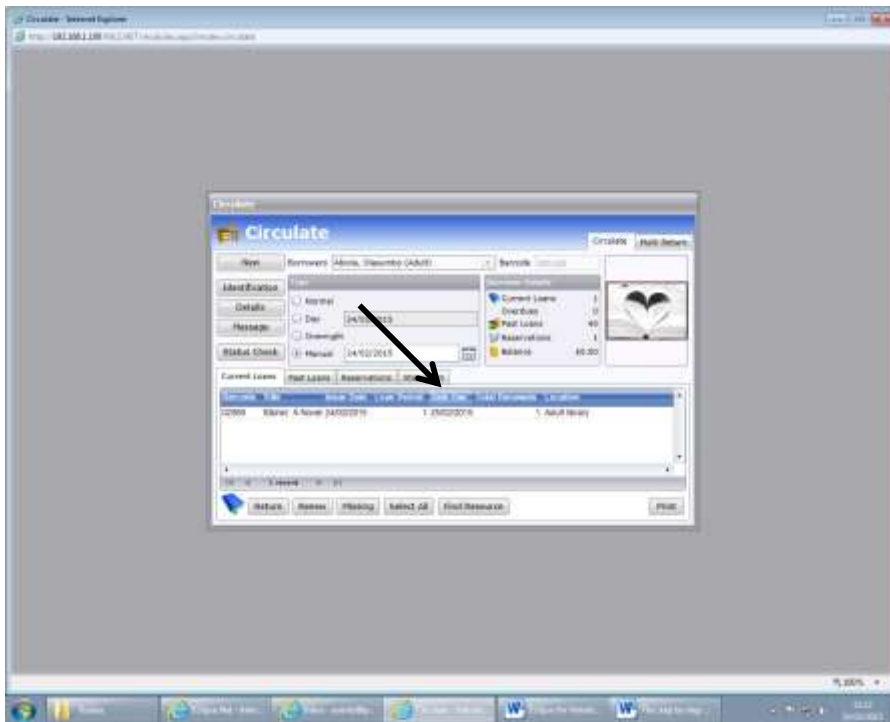
4. Fines

Any fines accrued will generally appear the next time a library user takes out a book. Fines will not always appear when the book being returned is bought back. To see whether a library user has accrued any fines after they have returned a book (s), switch back to the **Circulate** page from the **Multi Return** tab. Any fines will appear in red on the right hand side of the screen under the **Borrowers details** (see arrow on picture below).
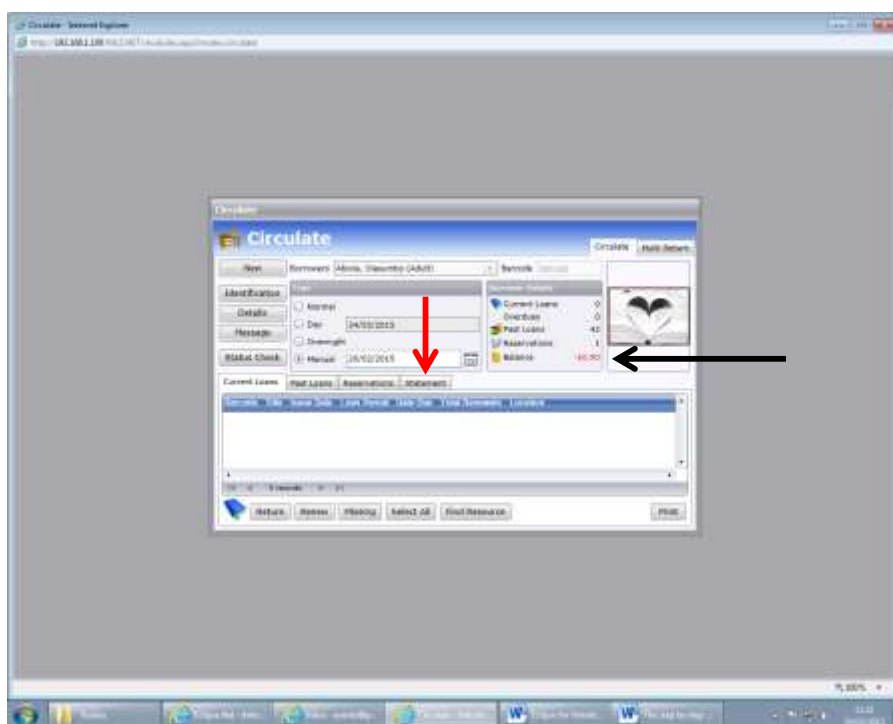
To take payment for a fine:

    I.   Select the **Statement** tab (see red arrow on picture above).

II.   This brings up the page pictured below.
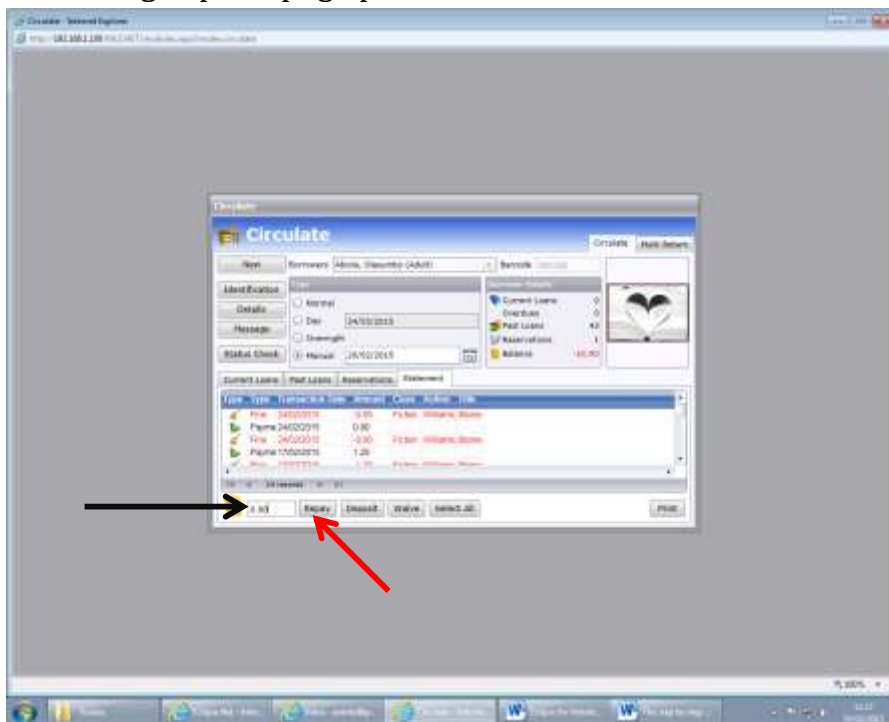
III. From the page pictured above, type the amount of the fine in the box to the left of the Repay tab (see black arrow on picture above). Then select **Repay** (see red arrow on picture above).

IV.   This brings up the page pictured below.
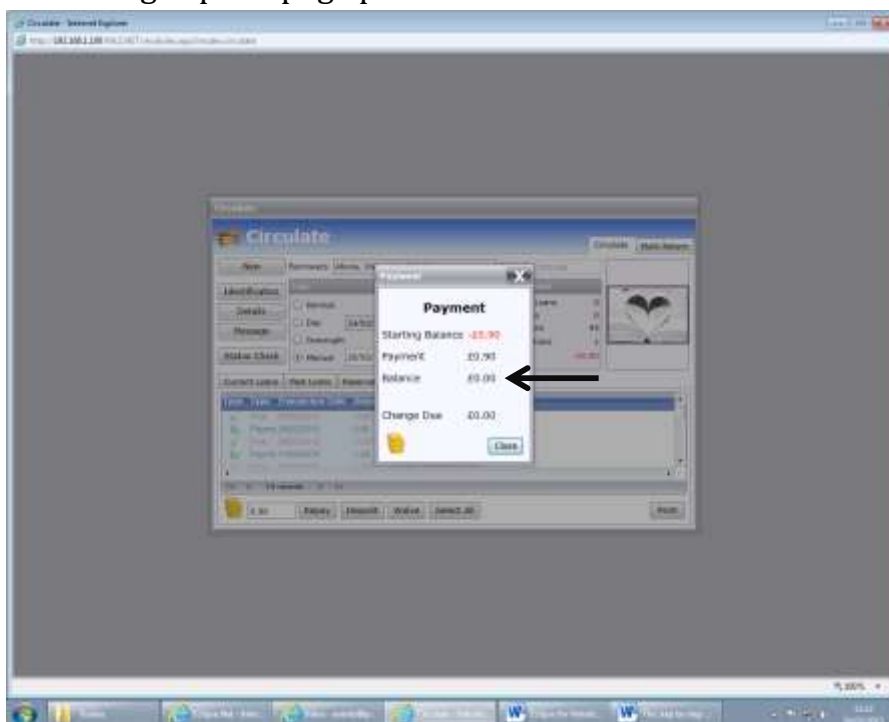
Payment for the fine has successfully been taken, and the balance (see arrow on picture above) should read 0.00.

5. Updating a Library User's Contact Details

From the **Circulate** page;

I. Scan/type the library user's barcode to bring up their record.

II. Select the **Details** tab (see arrow on picture below).
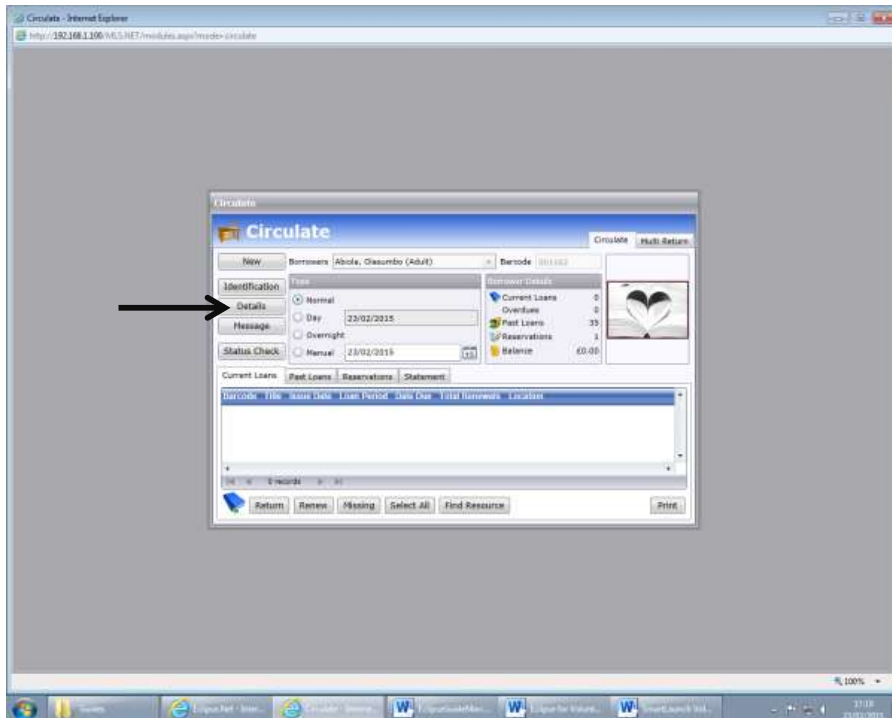
III. This brings up the page pictured below. From here, update the relevant contact detail, then press the save button (see arrow on picture below).
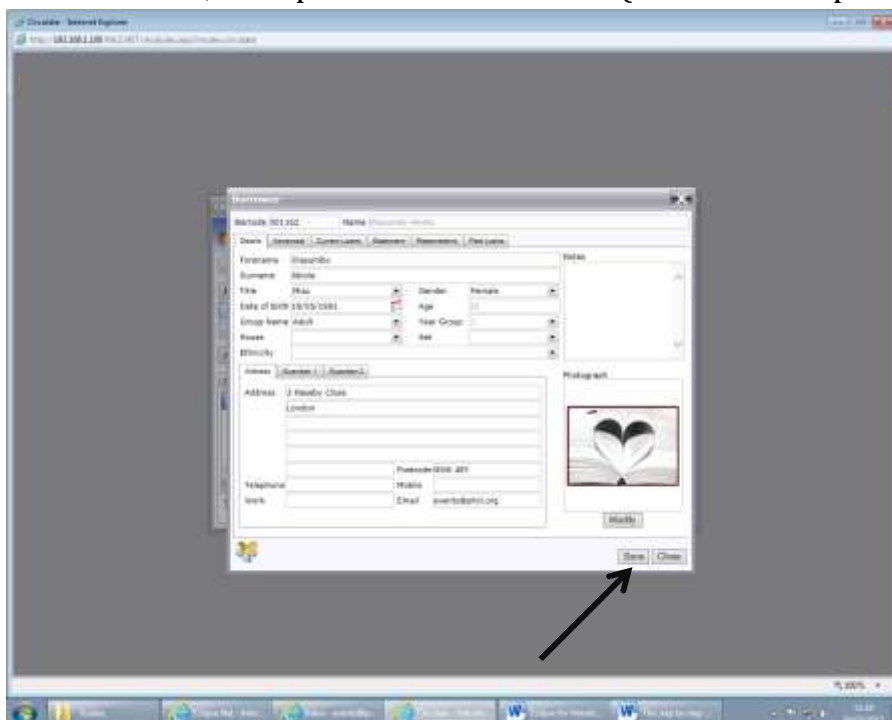
The Management Page on Eclipse

A mentor will have opened the screens needed to add new library users to Eclipse, which is the **Management** page. If the page is not open, follow the following steps.

1. From the Eclipse home screen, select **Management** (see arrow on picture below);

2. This brings up the page pictured below.
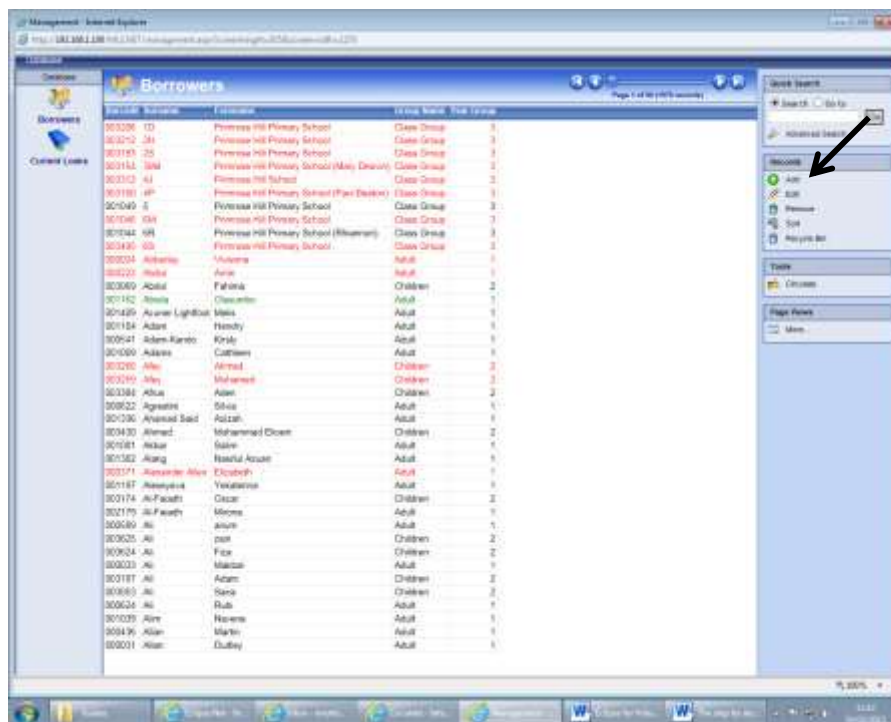
From here, new library users can be added to Eclipse, after they have completed a Library Card Registration Form. To add a new library user,

I.   Select the Add button on the right hand side of the page (see arrow on picture above).
II.   This brings up the page pictured below. Scan/type the new barcode (red card for children, black card for adults), & press **Continue**.
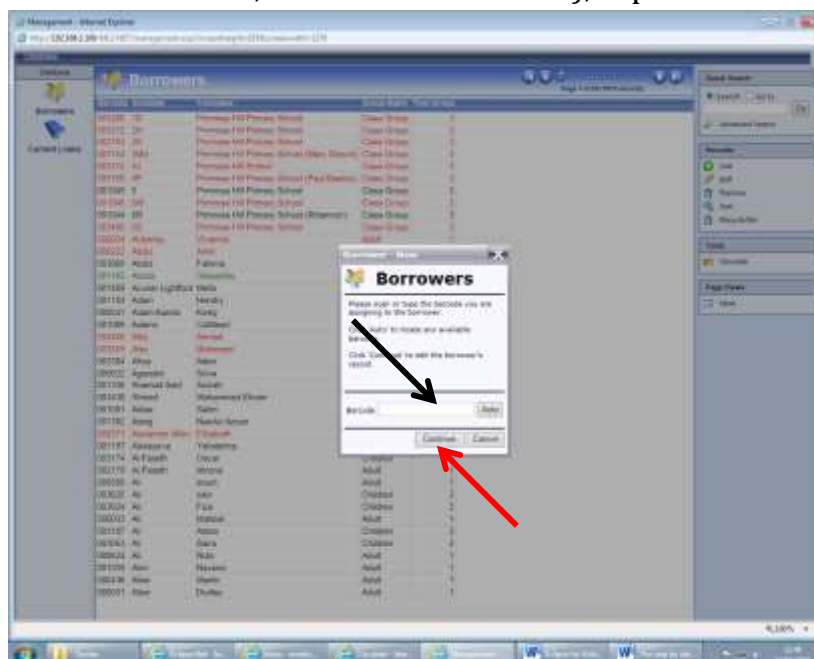
III. This brings up the page pictured below.
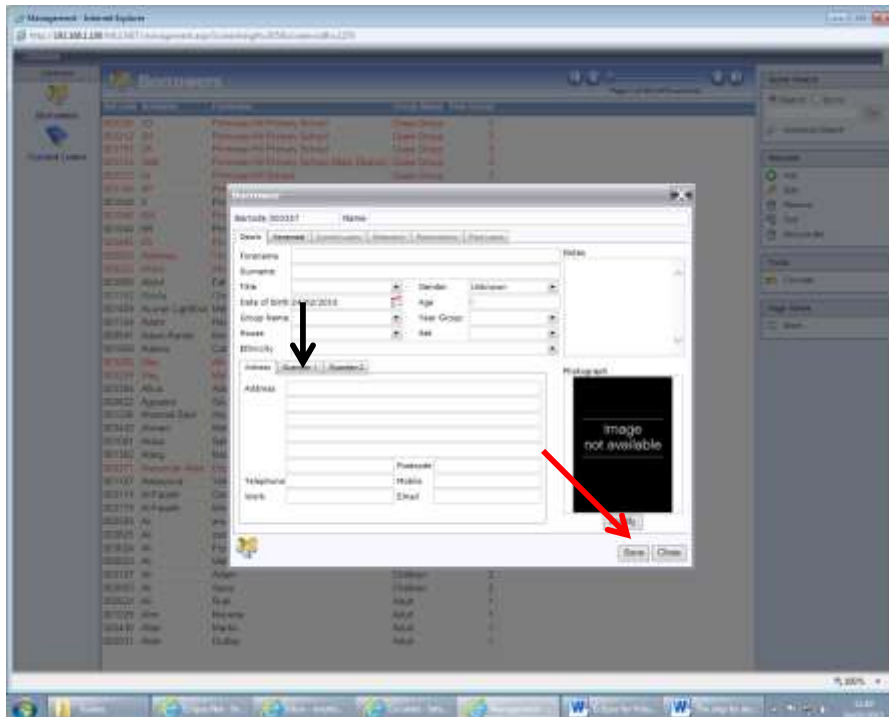
From here, fill out all the details listed below.

- Forename
- Surname
- Title
- Gender
- Date of Birth
- Group Name (i.e children/adult)
- Address
- Postcode
- Phone no. (mobile and/or house)
- Email address

- **N.B if the new library user is a child, also fill in the details of the guardian in the Guardian tab** (see black arrow on picture above).

After all the details have been inputted accurately, press the **Save** button (see red arrow on picture above).

Troubleshooting for some common Eclipse Issues

I. What do I do when a book comes up with the message Resource Not Found?

If a book is scanned, and the error message *'Resource Not Found'* appears;

- Check if the book actually belongs to PHCL, and not another library.
- Check that the correct barcode has been scanned- i.e. a PHCL barcode, as opposed to the barcode that is on the book.
- If after checking that the book belongs to PHCL & the correct barcode has been scanned the error message still comes up, place the book on the shelf to the left of the Transition Primrose Hill Books-nearest the door to the office. The book can then be checked, and catalogued correctly.

How do I issue a new barcode/library user who has lost their library card & would like a replacement?

I. Locate the library card member
II. Click on **Details**-this will bring up their details.
III. Highlight the existing barcode & right click. This will bring up the following page;
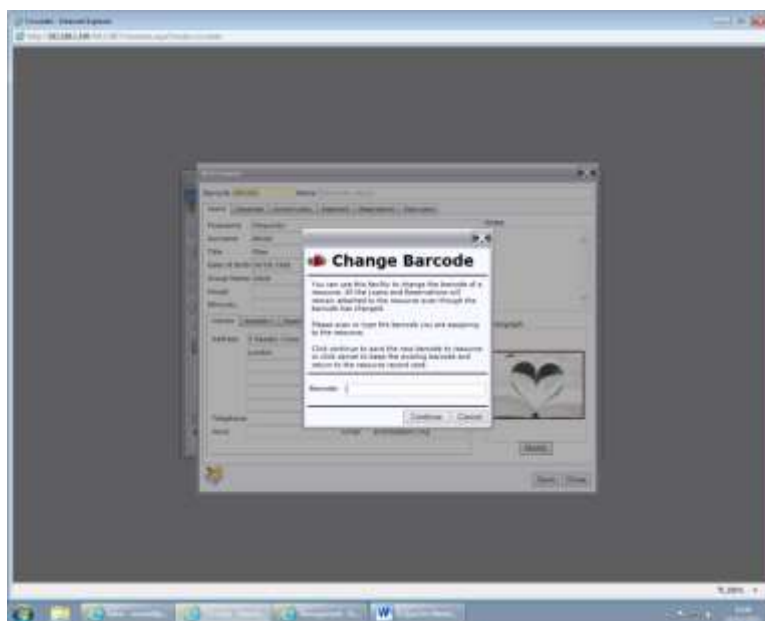
IV. From here, you can either type in/scan a new barcode (don't forget to charge them £2 for the replacement card!), and select continue.

Can library users reserve books from home?

Yes they can. They can also take off reservations from their library account if they find the book somewhere else, or no longer need it.

I.   Go to phcl.org
II.   Go to the '**How do I?'** drop-down menu on the far right of the page (see black arrow on picture below).
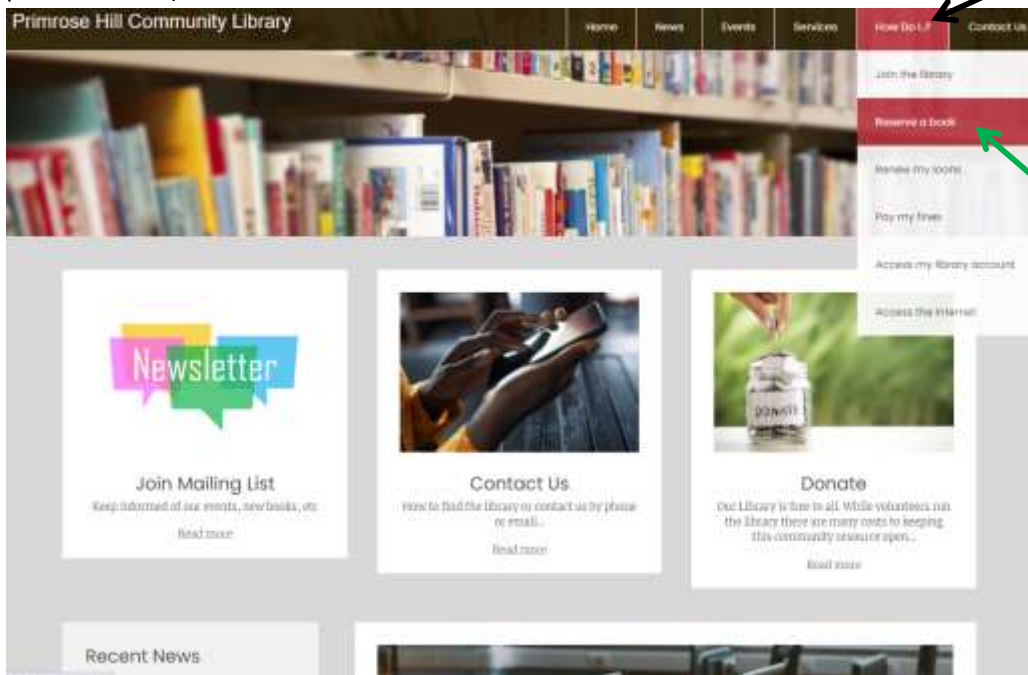
III.   Select **Reserve a book** (see green arrow on picture above). This brings up the page pictured below.
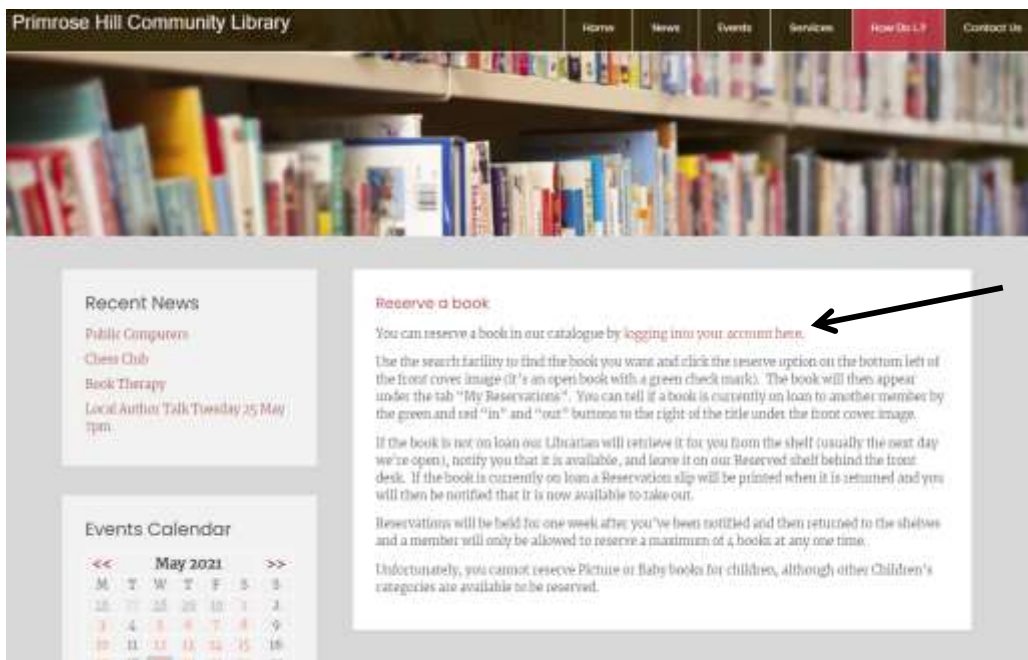
IV.   Click on '**logging into your account here'**.
V.   This takes you to the Eclipse homepage.

From here, library users can log onto their library account. Their user name is their library card number. Their password is their date of birth (assuming they have given their real one and that their details have been entered correctly on Eclipse). The date of birth format is DDMMYYYY- so an example password would be 18081959.

VI. Locate the book using the **Search** box (see black arrow pictured above).

VII. To reserve the book, click on the clipboard with the green tick on it.

VIII. The book has now been reserved, which can be seen from **My Reservations** tab located at the top of the screen (see yellow arrow on picture above).

What do I do when I see the error messages server error/ Access Denied?

Bring this to the attention of the Mentor on duty, who will resolve the issue.

The New button on Circulate is greyed out-what do I do?

Nothing. The **New** button is supposed to be greyed out-the **New** button only selectable when a library record is on the screen.

The Borrower's name is not coming up when I scan their library card-what do I do?

As long as the library user's barcode appears where it is supposed to, books can be issued as normal.

The barcode on the book is not scanning properly/is worn & someone wants to take the book out-what should I do?

Explain to the library user that the book cannot be taken out, as the barcode needs replacing. This is something that we prefer the book administration mentors to do when the library is less busy.

If the library user is insistent that they want to take the book out, bring this to the attention of the Mentor on duty, who will resolve the issue.

SmartLaunch

Smartlaunch should be up and running when you start your shift. If it is not, please ask a mentor to start up Smartlaunch on the computers.

Issuing Time to a library user

I. Select **User Accounts** (see black arrow on the picture below).
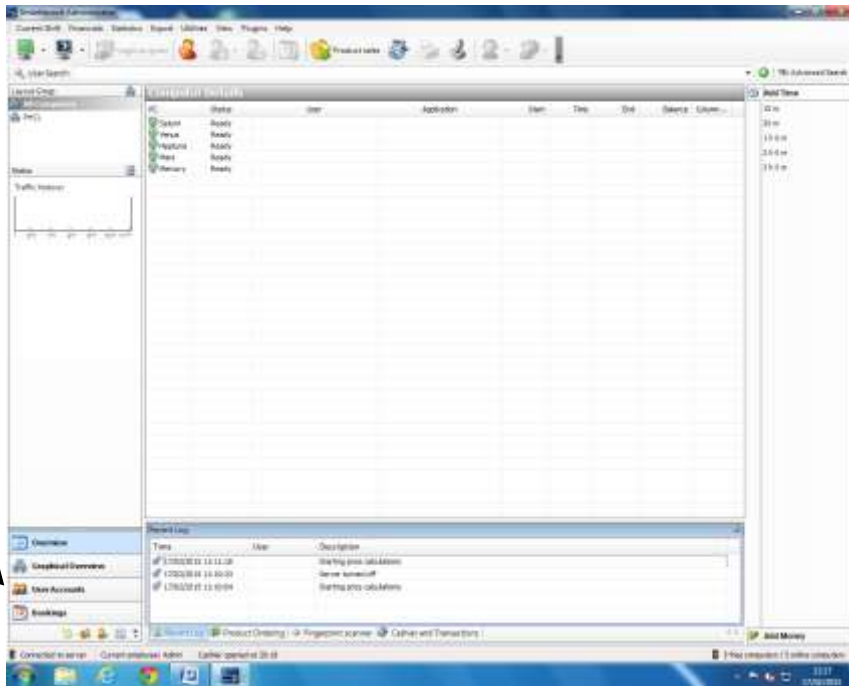
II. Type in the barcode number in the **User Search** box and press **Enter**.
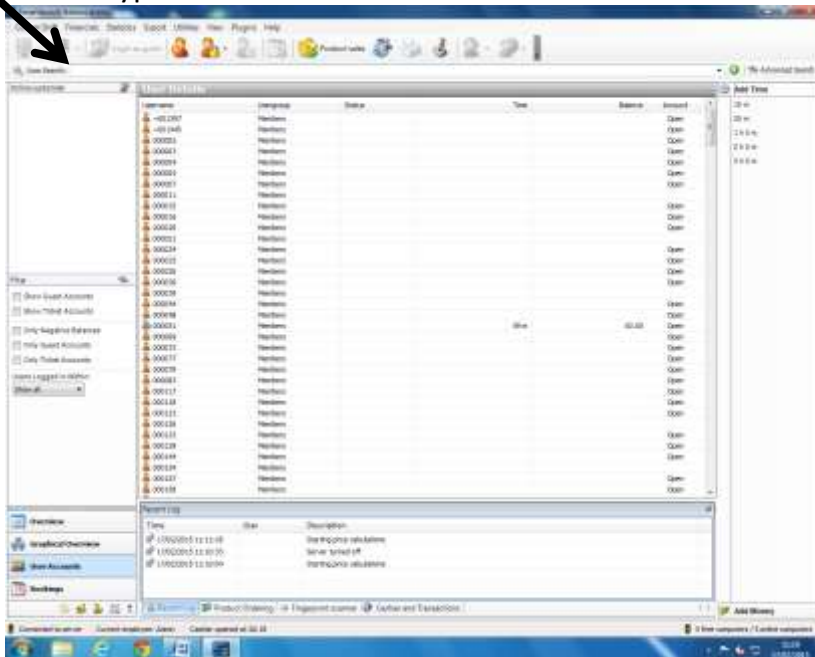
I. Click
   a. **Add Time** (see arrow on picture below)
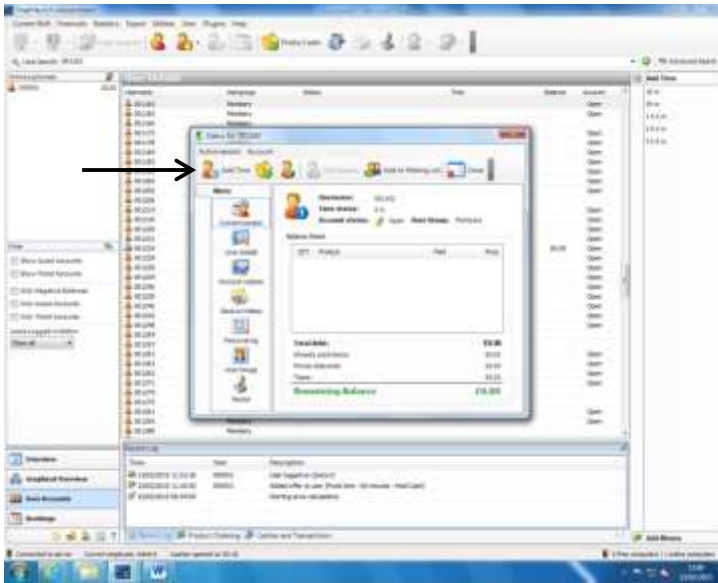
   b. **1 hour** (**or 15 minutes** for guest users)-circled on picture below
   c. **Add Time** again- see curved arrow on picture below
   d. **Pay**-see red arrow on picture below

II. Close the library user record by clicking the red box (see red square on picture above).

Adding a new user to Smartlaunch

Preferably, this is done when a person becomes a member of the library.

    I.   Select *Create New User* (see black arrow on picture below). A box will pop up on the screen (see red arrow on picture below).
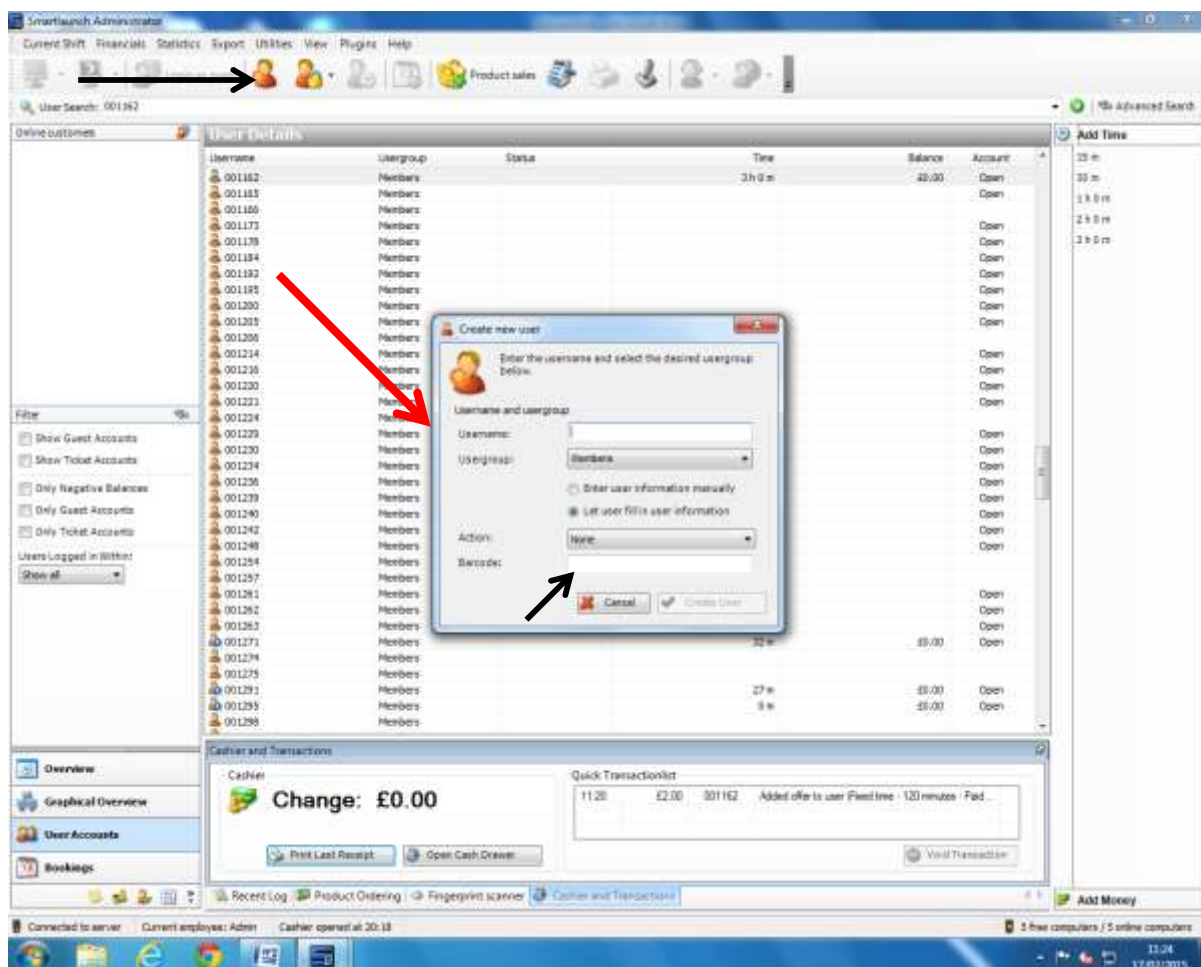
    II.   In the **username** box, type in the library card number. Type in the library card number in the **barcode** box also (see black arrow on the picture above).

    III.   **Select Create User**, and a new user now has a Smartlaunch Account.

Please advise new users that when they login for the first time, the system requires them to fill out all the fields in order to move on to the next page.

We advise all new users to keep their password the same as their library card number, and also to take care when filling in the passwords to ensure an accurate entry.

So, the login details for a library user whose library number is 000484 would be;

Username: 000484
Password: 000484

The rest of the required fields do not have to be accurate, but something needs to be put in each box in order to move on to the next page.

Some Common Smartlaunch Troubleshooting Solutions

There is a weird squiggle (~) thing that appears when I scan a library user's library card-what do I do?

Do not use the scanner when using Smartlaunch-this causes the squiggle to appear. Deleting the squiggle & pressing Enter will bring up the library user's account, and time can be added as usual.

A library user's computer account has disappeared!

Accounts do not disappear-they are however sometimes deleted accidentally. If this happens, add the library user to Smartlaunch again (using the steps described above). You can remind them that they will need to fill out the required fields-or you can do it for them.

Internet Explorer has disappeared from the computers!

Internet Explorer is no longer installed on the computers.

A library user hasn't changed their password, but they can't login.

Make sure that **there are no spaces before the first number in both the username & password boxes**. If after trying that they are still unable to login;

I.   Highlight the user account and right click;
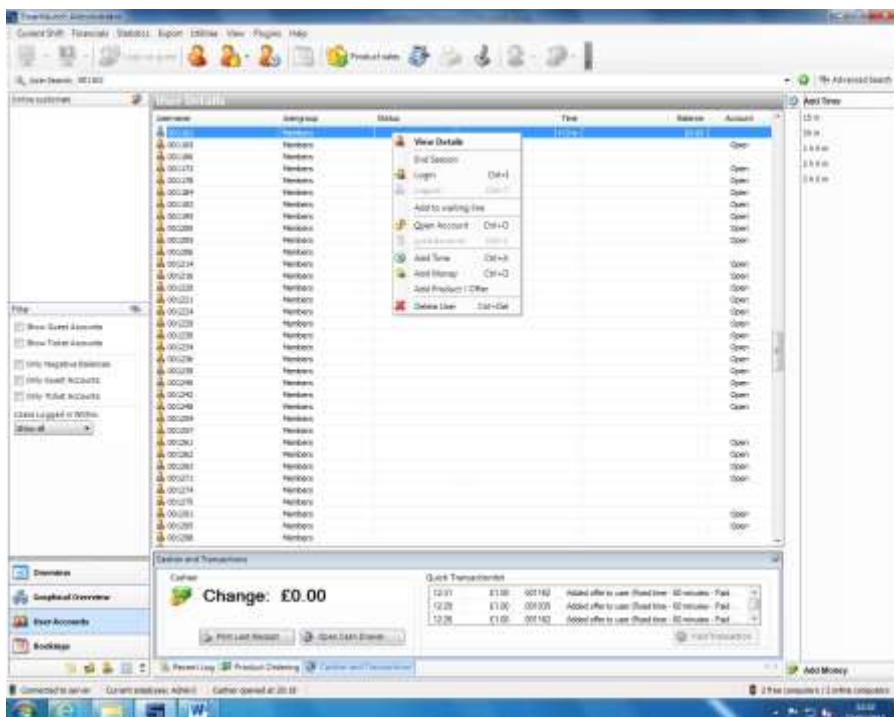
II. Select **Delete User** or press **Ctrl + Del**. From the page that follows (see picture below), select **Yes**.
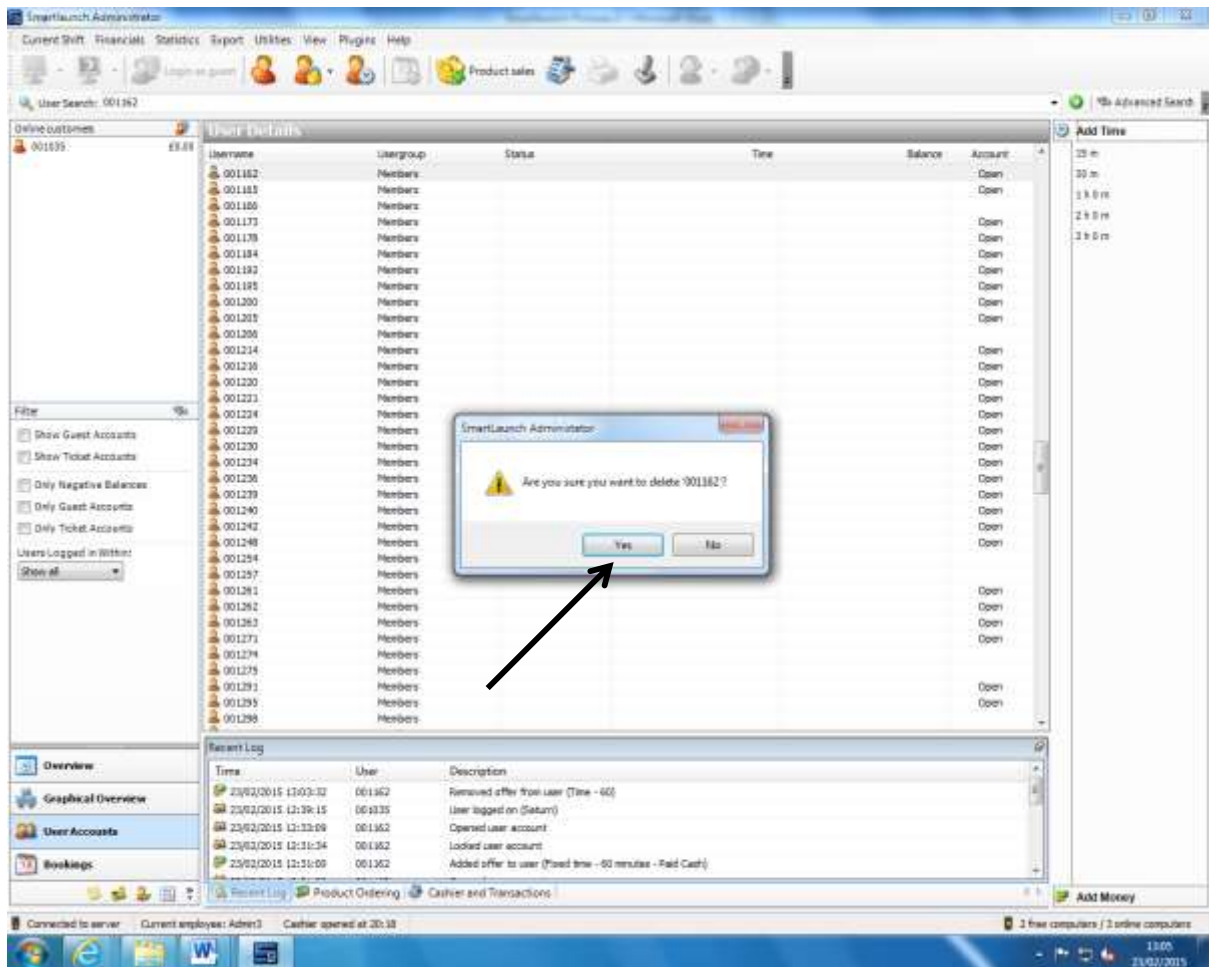
The user account has now been deleted. Add the user again following the steps described on page 3.

How to Shelve Books in the Library

GOLDEN RULES

*Always check for **14 day sticker**- if found, replace on appropriate display in the main entrance or in the Adult library*

Always check Window Display List – in the Red book, if title is listed, please replace on appropriate display

Always check Spine of Book – for Dewey number or Genre

*Always place books on the **shelf edge** and make sure they are **upright***

Always adjust line of books to fit title in the proper place

Shelving Plan of the Adult Library

Currently all fiction is shelved around the walls of the Adult library. The Non-fiction is on the moveable shelves in the centre of the library. Revision books are on the wall to the right of the entrance with selected Reference books. Our books relating to Travel, London and Transition Primrose Hill are also not in Dewey order.   They are on the moveable shelves near to the garden door. ***With a few exceptions bookends are on every other shelf, enabling easier accommodation of books by moving adjacent books up or down.***

General Fiction

If a book belongs in general fiction, it will not have a Genre label on the spine. If this is the case, shelve the book in alphabetical order according to the author's surname. This section begins after the rolling shelves which currently hold the Travel and London section along the left wall of the library.

Crime/Thriller - **CRI/ THR**

Crime novels and Thrillers are shelved in the same section, which follows the General Fiction on the back wall. If a book belongs in the Crime/Thriller section, it will have CRI or THR on its spine. If this is the case, shelve the book in alphabetical order according to the author's surname within the Crime/Thriller section of shelving.

Audio Books

The library has a collection of audio books for adults which are shelved following the Horror section on the front wall of the library. Regardless of subject, these titles are shelved according to the author's surname. The discs are housed in these boxes.

Large Print - **LP**

If a book belongs in the large print section, it will have LP on its spine and the font will be considerably larger than normal text. Regardless of subject matter, if the book has LP on the spine then shelve it in alphabetical order according to author's surname in the general Large Print section, currently along the front wall of the Library.

Young Adult -**Y or YA**

Any title with Y or YA on the spine belongs to the Young Adult section and should be shelved in the corner of the library to the right of the entrance door. The fiction is shelved alphabetically by author's surname, the first letter of which is often noted on the spine. This section is followed by factual titles of general interest to young people.

Graphic Fiction - **GRA**

We have a small collection of Graphic Fiction which are stored in no particular order in the rolling book box in front of the window between the Young Adult fiction shelves.

Get On -**Get On**

We have a small section of 'Get On' paperbacks which we inherited from Camden. These are short books which are simple to read but of interest to adults. We shelve these following the Young Adult fiction on the shelves to the right of the library door. They include fiction and non-fiction titles, and are shelved by author.

Young Adult Non Fiction - **Y + Dewey Number**

A small collection of useful non-fiction titles of interest to young people are shelved here for their convenience. Their place here is indicated by a Y and a Dewey number on the spine. Other similar titles can be found in the main library under the same Dewey classification.

University Prospectuses

We receive a selection of university prospectuses each year. We do not catalogue them but place them in alphabetical order by institution name for our readers to consult. On the shelves in the rolling book box housing the Graphic Fiction, we put Adult Education/Further Education prospectuses. Again these are not catalogued.

Revision – **KS3/GCSE/AS/A2**

We have revision guides for every level and almost every subject in the school curriculum. For GCSE and A Level we have guides for AQA, Edexcel and OCR exam boards in most subjects. ***When shelving, check the level first***. Key Stage 2 (age 7-11) and 11+ are kept in the Homework section in the Children's library. Key Stage 3 (age 11-14), GCSE (age 14-16) and A Level or AS/A2 (age 16-18) are housed in labelled box files

and grouped by subject and qualification in the Reference section in the Adult library in the bay of shelves to the right of the entrance door.

Reference – **REF**

A collection of encyclopaedia and dictionaries, which are for use in the library only are placed here in Dewey Order. Others may be in the appropriate non-fiction section but these will generally be available for loan.

Non-Fiction

If a book belongs in the non-fiction section, it will have a Dewey Decimal Number on its spine and perhaps a subject label (e.g. COOK or PSY). Please ignore the subject label and shelve the book according to its Dewey Decimal Number. The Dewey numbers beginning with 000 at the back of the moving shelves next to the end wall of the library. They continue opposite the General Fiction, turn around the moving shelve opposite the Travel section and run along the left side of the library until they turn on to the front of the moving shelves on the back wall. As you come into the library you see Biography and History at the opposite end, which have Dewey numbers in the 900s. All

It is important to remember that in the Dewey system 620 is followed by 620.003, which is followed by 620.02 and is followed by 620.1. It might be helpful to imagine each number in this sequence as having three decimal places, e.g.: 620.000, then 620.003, then 620.020, then 620.100. *Any volunteer who is unclear about where to shelve a title within the non-fiction section, please ask the Mentor on duty.*

Travel– **TRAV + Dewey Number** ; Local History – **LON + Dewey Number** and

Transition Primrose Hill – **TRANS +Dewey Number**

The only sections in the library which are not in Dewey order are the Young Adult guides, the Revision and Reference section, the Travel section, the Local History section and the Transition Primrose Hill section.   The Travel section is on the front of the moving shelves adjacent to the Garden windows. If a book belongs in the Travel section, it will have a Dewey Decimal Number and TRAV on its spine. This section is followed by Local History which has LON on its spine as well as a Dewey number. The collection of books selected and donated by Transition Primrose Hill are shelved on the back of the rolling shelves behind the Travel Section and are arranged in their Dewey sequence.

Biography – **BIO (+920)**

If a book belongs in the biography section, it will have BIO on the spine. Often it will have 920 on its spine as well. Shelve the book alphabetically according to the surname of the SUBJECT of the biography in the section allotted to 920, after historical surveys and before books on particular historical periods.

Newspapers and Periodicals in the Adult Library

Each day when the library opens we provide copies of three daily newspapers as well as the latest issue of the *Camden New Journal*, *The Ham and High* and *On the Hill*. Often we receive copies of *The Times Literary Supplement* and the *London Review of Books*. Two weeks' worth of back copies of the daily newspapers is stored in the cupboard next to the computers in the Adult Library. There are shelf positions for*: The Guardian*, *The Times, CMJ/H&H, Mirror*, and Saturday Papers (currently *The Daily Telegraph, The Independent and The Mail*). Back copies of the *Times Literary Supplement* and the *London Review of Books* are saved in magazine files to the capacity of the container in this cupboard. We save one copy of each issue of *On the Hill* and the *Newsletter for the Friends of Regents Park and Primrose Hill* for our Archive stored in a magazine file. Currently we subscribe to *Which* Magazine, which can be used in the library only. We aim to save at least two years' worth of issues. Our *Bookseller* subscription is kept in a magazine file. It has run out and will not be renewed but we should keep at least issues from 2014 for another year. Other magazines, which are donated, can be displayed in the magazine rack next to the start of Adult Fiction. We can dispose of the oldest one each time we receive a new one.

Shelving Plan of the Children's Library

Please see Golden Rules on Page 1. *These apply for both the Adult and the Children's Library*

Children's Fiction

Baby books - **BAB**

If a book is a baby book, it will have BAB on its spine and will usually be a board book. These are shelved in the bookcases underneath the wall hanging, next to the Boiler Room door. The smaller books should be placed on the two shelves and only the oversize Baby books should be on the top of the book cases.

Picture books - **PIC**

If a book is a picture book, it will have PIC on its spine. These are shelved in alphabetical order by surname of the author in the two carousel book shelves on either side of the Play Corner

Junior Picture books - **JUN**

These are picture books aimed at a slightly older audience or for parents to read aloud to their children. They will have JUN on their spine. They are stored in the car book box next to the Wendy House in no particular order

Tales and Nursery Rhymes –**TAL/NUR**

Books with TAL on the spine include traditional fairy tales or myths and Nursery Rhymes have NUR on the spine. They are stored on either side of the sofa in the play corner: Tales in the red book box and half of the blue box and Nursery Rhymes in the front of the blue box.

Large Format Picture Books – **OVERSIZE**

Large format books used for reading to groups of children are laid on the top of the red carousel. These are for use in the library only.

Starting Out - **STA**

If a book belongs in the Starting Out section, it will have STA on the spine along with a letter for the author's surname. This should be shelved in the Starting Out section of the children's library which is currently on the rolling shelves next to the Wendy House. Within this section the common reading schemes are grouped together and labelled on the shelves. Other beginning reading books should be shelved alphabetically by the surname of their first author. These books are aimed at 4-6 year olds.

Moving On - **MOV**

If a book belongs in the Moving On section, it will have MOV on the spine along with a letter for the author's surname. This should be shelved in the Moving On section of the children's library, which is along the front window wall of the Children's Libary. Within this section, the book should be shelved alphabetically by surname. This is mostly learning to read content aimed at 6-8 year olds.

Taking Off - **TAK**

If a book belongs in the Taking Off section, it will have TAK on the spine along with a letter for the author's surname. This section follows the Moving On section. Within this section, the book should be shelved alphabetically by surname. This is older children's fiction aimed at 8-12 year olds.

Comic Books – **JUN GRA**

These books are in a box file on the Homework shelf above the Children's Non Fiction collection.

Audio Books and DVDs

These are found in separate carousels next to the book drop along the front window wall of the Children's library. The discs should always be stored in cardboard envelopes with the same catalogue number behind the Front Desk.

Children's Non-Fiction

Books shelved in the Children's Non-Fiction section along the far wall of the Children's Library following Taking Off will have a topic label on their spine like ANI, ENT, HIS, NAT and so on. These labels are abbreviated forms of topic areas. For example, ANI corresponds with Animals and therefore the book should be shelved in the section following the Animals divider . All children's non-fiction books should have a Dewey Decimal Number. Please shelve them numerically by this number **within** the individual section. Reference books, useful for homework, have their own separate shelf and have HW on their spine. Revision books including Key Stage 2 (age 7-11) and 11+ are next to the reference books.

Parenting Books - **PAR**

Titles aimed at parents and carers of small children are labelled PAR and carry a Dewey number. They are shelved in numerical order on the back of the Starting Out rolling book shelves, next to the Garden Door.

Remember:

1. *Proper shelving practice enables readers and volunteers to locate titles in our collection easily.*
2. *If in doubt where a book should go, please ask the mentor on duty to assist.*
3. *If there is no room on the shelf in a particular section, do not place the book on top of the line of books, please adjust the previous and following books until the book can be inserted in its proper place. The bookends will help in this adjustment.*
4. *Please bring the spines of the books forward on the shelf so that they are all on the same level, regardless of the depth of the book. This makes books easier to find.*

Maddy Smith

Jackie Stanger

Last revised 15.2.15

BOOK REQUEST PROCEDURES

1. Check to see if we have the book on the catalogue. If it is in **BLACK** it should be on the shelf. If it is in **BLUE** it is on loan. If it is in **RED** it is overdue and the mentor should contact the borrower and try to get it back.

2. If the library does not own the book, ask the member to fill in a BOOK REQUEST FORM, (in the same rack as registration form). They should provide their email address and phone number. The form should be put behind the flap of the inside front cover of the turquoise folder for book request forms.

3. The request will then be discussed at the monthly Book Committee meeting who will decide its fate.

4. The reader will be informed when/if it is coming.

5. Once the book arrives, the volunteer should telephone the borrower to let them know it is in the library. The book should be put onto the top shelf of the wooden cabinet to the left of front desk pending collection.

6. If the book is not collected within two weeks, it should then be put into the library collection.

TO ANYONE DOING CATALOGUING

Please ensure that there is always something in the 'LEVEL' field. This is field that we use to sort on when analysing what category of books are being borrowed.

Adult books

Fiction – apart from crime/thrillers and Talking Books (which should be nominated as such), all should say 'FICTION'.

Non-Fiction – should state the category, eg History, Food, Biography, etc

Children's Books

The level should reflect whatever is marked on the spine, eg Taking Off, Picture, Nature, etc

Eclipse has stopped ticking the fiction box on all occasions. Please make sure it is ticked for all fiction. (The only way we can show non-fiction is to define them as 'not' fiction.

Thank You

OPENING PROCEDURES

At the start of your shift please ensure the following:

- All doors are unlocked, including the back door (see arrival instructions in section 4) and the garden doors

- Open the white window blinds in the adult library (blinds in children's library should already be open)

- Both libraries are clean and tidy, including the baby change loo and the kitchen. Replace toilet rolls and hand wipes if needed.

- Put the A-board outside, checking the posters are relevant to the day

- Newspapers are put out - with "do not take away" stickers on front pages

- Check to see if there are any books in the book drop or in the cardboard box next to the left computer on front desk

- Your mentor will have opened up the Eclipse and Smartlaunch systems

- Your mentor will open up the cash till, but if instructions are needed:

  o Collect till drawer from safe behind administrator's desk

  o Count money and sign the till form in the in tray on front desk

  o Place cash drawer into machine

  o Turn the key on the cash machine to "reg"

- Turn on lights in both libraries

- Check any books back into Eclipse and put on appropriate trolleys

END OF DAY PROCEDURES

Half an hour before the end of your shift please ensure the following:

- Both libraries are clean and tidy, including the baby change loo and kitchen
- Books are put back on shelves – if you don't know where a particular book goes, don't guess, just put it back on the books trolley
- Place any new membership forms into locked filing cabinet, bottom drawer, on the floor to the right of Will's desk
- All windows and doors are closed and locked, including the back door and garden doors
- Pull the white windows blinds halfway down in the adult library, leave the children's library blinds up
- All arts and crafts materials are tidied away into the white cupboard in the children's library
- Bring the A-board back into the library (and the book trolley if it is also out front)
- On Saturday – place all recycling in bins in alley
- Please <u>do not</u> turn off the boiler switch – it is controlled by a timed thermostat!
- At closing time make sure all washrooms are empty and no-one is in either library
- Shut down public computers via Smartlaunch as per instructions in Section 8
- Close all open applications on front desk computers and then shut them down
- Balance the cash till:
  - Turn the key in the cash register to Z and push CA
  - When the reading is finished, press the FEED button until you can tear off the receipt paper
  - Count all the cash in the till
  - Take out the correct amount of cash (takings) to leave a £30 float (this cash should equal the Z reading)
  - Sign the Z reading and any amount over or under if the cash didn't balance

- o Place the Z reading and the takings into a plastic coin bag (these are usually on top of the safe) and then put that into the safe
  - o Lock the float in filing cabinet behind Terry's desk
  - o Turn the till key to the off position and leave the till drawer open
- Turn off all the lights in kitchen, staff bathroom and office
- Turn off all lights in adults and children's libraries and public washrooms
- Turn off lights to reception and entrance way
- Put up the "Closed" sign and bolt the front door, ensuring the right hand side main door is bolted top and bottom

July 2019
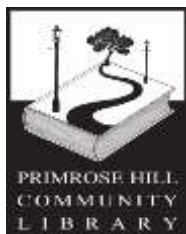
HEALTH & SAFETY POLICY

The Library Board of Primrose Hill Community (PHCL) will as far as it is reasonably practicable ensure the health, safety and welfare of all its employees, volunteers and users of the library in accordance with the Health & Safety at Works Act 1994.

The following policy statement and procedures for its implementation will enable PHCL to fulfil its obligations. These requirements will be written into the contracts and job descriptions of all PHCL employees. In the case of those hiring the premises, this requirement will be written into the hiring agreement.

Responsibility and Accountability:
The Library Board of PHCL is ultimately responsible for health and safety within the organization. In the case of day to day management, and the implementation of the policy, this is delegated to the Finance Manager. Implementation means in particular that:

- Employees receive sufficient information, training and supervision on health and safety matters
- Risk assessment is undertaken in relevant matters, eg fire safety
- Accidents are reported and any major issues reported to the Library Board
- Every user of PHCL premises also has a duty to take responsibility for their own health and safety and to report potential concerns

The Library Board will wherever possible appoint two "competent persons" as defined in the Management of Health and Safety at Work Regulations 193, one of whom will be the Finance Manager and one a Board member, to maintain a specific interest in Health and Safety issues and liaise on matters of pressing concern.

The Library Board will also appoint a Fire Officer, who will be responsible for ensuring the effective upkeep of fire equipment testing and maintenance, assist with evacuation and liaise with the Fire Brigade, and recording.

Areas of Risk:
1. Building Environment
PHCL takes responsibility for ensuring the immediate safety of the building and arranging maintenance work including emergency work if necessary.

2. Working Space
PHCL will as far as it is reasonably practicable ensure the premises are kept clean and safe. The organization will ensure that:

- There is adequate space for working safely
- There are no obstacles or tripping hazards
- All shelving is secure and materials stored safely
- There is adequate air and ventilation
- The heating system is in good repair and defects promptly fixed
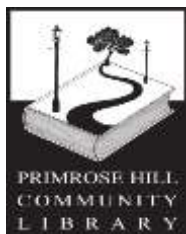
- Lighting is appropriate for different rooms and areas according to task and use

3. Lifting and Handling

Employees may be required to manually lift and handle loads, in particular: cleaning equipment, tables and chairs, goods for events and clearing away rubbish. All employees should use aids which are available, eg trolleys, and should not put themselves at risk by attempting to lift heavy loads. The assistance of other employees/volunteers should always be sought for moving large quantities or lifting heavy loads. Heavy items should be stored as near waist height as possible. Any employee feeling strain should stop immediately and record any resulting injury in the accident book.

4. Loan Working & Personal Safety – in Library

Staff or volunteers may need to work alone in the library occasionally, and may find themselves in potentially dangerous situations. The following policy is intended to minimize risk.

Float and any other monies will be kept in a safe place away from public view whenever possible.

Staff or volunteers working alone in the library should keep the front door locked using the inside latch, having first checked that the doorbell is working. If the doorbell is not working, affix a notice asking visitors to knock loudly and inform the Library Finance Manager or an administrator as soon as possible.

Staff or volunteers working alone in the library:

- Should ask visitors to leave the library if they appear to be intoxicated or under the influence of any other substances, providing it feels safe to do this

- Should keep the fire exit door to street unlocked to allow an alternative means of escape

- Should, if possible, call the police – if safe to do so, if a situation starts to feel threatening

When dealing with any potentially confrontational situation, lone workers should attempt to remain calm and clear about what they are able to do, and to refer the person to the Library Finance Manager if this will help defuse the situation.
Other points of guidance:
- Do not return aggression, as this can escalate the problem
- Keep your balance and maintain a distance
- Do not touch someone who is angry
- If possible, maintain an escape route by moving around the person towards the door
- Leave the library as fast as possible if you start to feel in danger
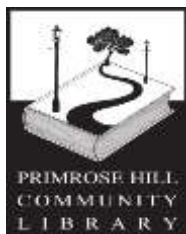
5. Lone Working & Personal Safety - Outreach

Anyone taking part in outreach work on behalf of PHCL should make clear to the library staff where they will be, how long for, and how they can be contacted. If timescale or other details change significantly, this should be passed back to the library staff. Staff/volunteers should also make clear who they wish to be informed (outside of work) in the event of an emergency and how they can normally be contacted.

All incidents of aggression or violence should be reported to management and recorded.

6. Dealing with conflict

If it is reported by users of the library that a conflict is happening or escalating in the library which could put users in danger:

- Lone workers/volunteers should under no circumstances attempt to intervene directly, but should seek further information, phone for police on grounds of public safety, and leave the building if feeling in danger

- Workers/volunteers may go to the incident as a pair, attempt to defuse the situation, and warn those responsible that police will be called if necessary

7. Use of Office Equipment

Equipment in the PHCL includes the photocopier and several monitors. The organization recognizes the possible hazards incurred by this equipment and will follow the guidelines laid down in the Management of Health and Safety at Work Regulations 1992. Continuous work on a computer should be no more than 5 one hour sessions per day.

8. Electrical Equipment in the Library

PHCL recognizes possible hazards in the use and storage of this equipment and so will ensure that the building's electrical supply is checked on an annual basis, and that all electrical equipment complies with the British Standards/European CR Lion mark and is PAT-tested as guidance directs. PHCL will ensure that repairs are carried out by a suitably qualified electrician.

9. Control of Hazardous Substances

In accordance with the 1992 Control of Substances Hazardous to health regulations (1992 COSHH), PHCL will ensure that all hazardous substances are in a locked cupboard. If for any reason a member of staff has been exposed to a possibly hazardous substance, levels of exposure will be monitored.

10. Public Health

PHCL will employ staff to maintain the overall cleanliness of the building. Cleaning materials, brushes, etc will be available to those using all public areas.

All refuse will be disposed of daily. Library staff will check all areas for cleanliness
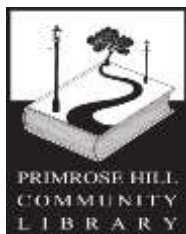
on a weekly basis and will contact Environmental Health in the event of any concerns about infestations.

Toilets will be adequately stocked and serviced, and will form part of the area for daily inspection. Separate waste bins will be provided for sanitary towels and nappy waste.

11. First Aid / Accidents

PHCL will as far as reasonably practicable ensure that staff are trained and competent in provision of basic First Aid. First Aid boxes are prominently displayed. Accidents which occur on the premises must be reported on the PHCL Accident Online Form.

It is the responsibility of all employees to report all accidents which did result or nearly resulted in personal injury, either to themselves or others, and the responsibility of PHCL through the Finance Manager to ensure that appropriate action is taken.

The Library Finance Manager is responsible for reporting accidents which come within the Reporting of Injuries, Diseases & Dangerous Occurrences Regulations (RIDDOR), to the London Borough of Camden Environmental Health Department. RIDDOR covers the following incidents:

- Fatal accidents
- Major injury accidents/conditions
- Dangerous occurrences
- Accidents causing more than 3 days incapacity for work
- Certain work-related diseases

12. Fire

PHCL is committed to ensuring that the library is a safe place to be and will take every precaution against fire. The library is equipped with a fire alarm system with detectors in all public and staffed areas. Library staff will undertake monthly testing of fire points and quarterly fire drills, which will be recorded within a Fire File. PHCL will provide training for all employees in the use of the fire alarm system, and will hold and respond to a written risk assessment provided by its named fire equipment contractors. Clear information will be posted in all areas of the Library with regard to evacuation procedure and assembly point.

13. Evacuation

Evacuation procedure will be the same for other emergencies as for fire, eg in event of bomb alerts, with the exception that emergency services will be manually alerted by library staff.
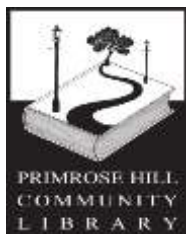
14. Training

PHCL will ensure that induction, review, information and/or training as appropriate is given to all employees, volunteers, and hirers who may be put at risk in the tasks they perform. All new employees will be told as part of their induction of the location of first aid equipment, and of location and operation of the fire alarm panel, and given a copy of the health and safety policy.

15. Risk Assessment

Risk assessments will be carried out as and when required, using the standard Risk Assessment form to ensure safe operation of the library and events managed by the Library Board.

16. Review

The Library Board will review and revise its Health and Safety policy and procedures annually. The Library Finance Manager and a nominated member of the Library Board will receive refresher training at least once per year in order to remain up to date with changing legal requirements and to inform this review of policy.

FIRE EMERGENCY PLAN

To raise the alarm, break the glass in a fire call point.

If the alarm sounds:

- On hearing the alarm, staff / volunteers to begin evacuation, encouraging customers to leave the building. Staff to check toilets and ALL other rooms to ensure they are clear.

- Staff should only tackle a fire if competent in the use of extinguisher and feel confident the fire can be dealt with safely. Staff must not put themselves at risk.

- Staff to assemble at the corner of Sharples Hall Street and Regent's Park Road. Mentor or Administrator to carry out a roll call and contact the emergency services.

- Mentor, Administrator or Fire Warden should report to the senior fire officer on their arrival and pass over the following information:

    o Confirmation or not of a known fire and its location
    o Confirmation or not of any known missing persons and their last known position
    o Any known injuries
    o Access points to the fire area and any known hazards (gas and electricity isolation)

Please note

Means of escape from the library public areas are essentially by the main entrance door only. There is an alternative escape route indicated via the staff office and corridor. This route is not suitable for escape by members of the public and due to an anomaly of occupancy calculations the presence of this staff escape route does not increase the maximum occupancy of the library.

<h1 style="text-align:center">Primrose Hill Community Library
Child Protection Policy</h1>

Primrose Hill Community Library is fully committed to safeguarding the welfare of all children and young people. It recognizes its responsibility to take all reasonable steps to promote safe practice and to protect children from harm, abuse and exploitation.

Paid staff and volunteers will endeavour to work together to encourage the development of an ethos that embraces difference and diversity, and respects the rights of children, young people and adults.

Primrose Hill Community Library will:

- Develop best practice in relation to the recruitment of all workers and volunteers
- Where appropriate, get CRB checks carried out for staff and volunteers
- Ensure that all staff and volunteers understand their responsibility to work to the standards and procedures detailed in this policy
- Ensure that all staff and volunteers understand their obligation to report care or protection concerns about a child / young person, or a worker's conduct
- Provide opportunities for all workers to develop their skills and knowledge, particularly in relation to the care and protection of children and young people
- Ensure that parents and carers are encouraged to be involved in the work of the organization and, when requested, have access to all guidelines and procedures
- Endeavour to keep up to date with national developments relating to the care and protection of children and young people
- Take seriously and respond to swiftly and appropriately all incidents of alleged poor practice, misconduct and abuse
- Insist that all staff and volunteers work in an open environment wherever possible, eg avoid private or unobserved situations and encourage an open environment for activities

- **Any incident or concerns, however minor, should be reported immediately to a Volunteer Mentor or Library Board Member and the PHCL Chair.**

Five Shared Values For Our Community Library

- We will be a library

- We will be a community space

- We will be an inclusive space

- We will consult as widely as we can with the community

- We will develop, adapt and change in response to community feedback
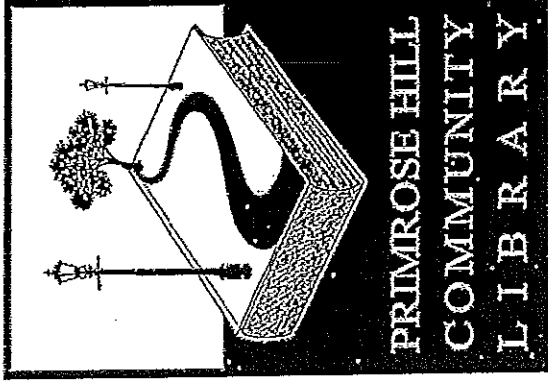
LIBRARY BOARD MEMBERS

Marijke Good (Chair)

Maureen Betts

Rosemary Caplan

Richard Cotton

Lucy Cottrell (Treasurer)

Felicity Luke

Frances Parsons

Lazarro Pietragnoli

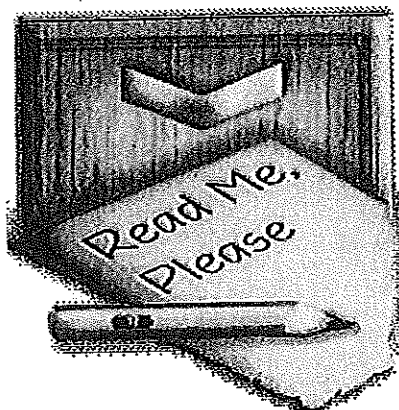**Sharon Ridsdale**

Valerie St Johnston

Sub-Committees:

Books - Chair: Valerie St Johnston

Business - Chair: Lucy Cottrell

Events - Chair: Marijke Good

Volunteers - Chair: Sharon Ridsdale

VOLUNTEER UPDATE

A huge <u>THANK YOU</u> to everybody for the tremendous work being done on the front desk and by our meeters and greeters. We really appreciate your time and effort in making the library a welcoming place in the community for all and couldn't do it without you!

Top tips for front desk:

- Always look in <u>red book</u> at start of shift
- Always check book entries have registered on <u>Eclipse</u> when checking in/out (the system can be <u>very</u> slow)
- Make sure books in the <u>book drop</u> are put back in to the system before going back on shelves
- <u>Delete emails</u> with attachments after printing
- <u>Delete 'time add ons'</u> that have been allocated to computer users on Smartlaunch
- Make sure that only approved adverts are put up on <u>noticeboards</u> in entrance and that they are paid for and dated appropriately
- <u>Film tickets:</u> make sure names are entered with phone numbers in correct ticket number line and <u>do not</u> leave any blank lines