

Open+ customer agreement

The Council has a duty to ensure that its libraries are used in a responsible and safe way. This agreement clearly defines the expected behaviour of customers using libraries during unstaffed hours. By registering as an Open+ customer you agree to abide by our customer agreement.

- Enter the library using the key pad at the front of the library
- In some libraries just the entrance will be illuminated. As you enter the rest of the lights are on sensors and will light up as they pick up movement. If you do not move for any length of time the lights will go off but movement quickly restores them
- For your safety there is CCTV installed
- There will be no access to toilets during unstaffed hours
- Please don't leave any device unattended
- There will be loudspeaker announcements informing you when staff are on site, when they're leaving and when the library is due to close
- Exit the building by the front door

Further information

If you intend to use Open+ in any Open+ library please make sure you are aware of the procedures

If you are concerned that someone may follow you into the library, do not enter. All customers must use their own library card to enter the library. Do not open the door to anyone while you are in the library.

You should only enter and leave the library via the entrance where the Open+ key pad is located.

You should not use the fire door except in an emergency. The fire door is alarmed but will open in case of fire.

You should not pass your library card or PIN on to anyone else.

If entering as a family, an adult will have to use the access panel and the family will need to enter together.

Under 16's must not be left in the library without a parent or carer.

You should not attempt to enter any restricted areas or make use of any staff equipment.

In an emergency report any incident to the relevant body using the emergency contact numbers displayed on the premises and at the end of this agreement.

Please leave the building when the service closes and take all your belongings with you.

If you have any concerns about the use of the library whilst you are present then please let us know within 48 hours of the incident by e-mail to libraries@trafford.gov.uk, by phone on 0161 912 3189 or in person at any library

If you witness any violence or aggression from another customer you should remove yourself from the situation and phone the emergency services if required. You should also inform Library staff of your concerns within 48 hours of any incident by either emailing libraries@trafford.gov.uk, by phone on 0161 912 3189 or in person at the library.

In case of emergencies:

- Use the Freephone on the front reception desk
- Dial 3189, press DTMF and then press 1
- 9 101 for police non-emergency
- 9 999 for Police / fire / ambulance emergency services.