

Your guide to Camden's open access libraries



We are installing 'open access' technology in five of our libraries: Kilburn, Kentish Town, Queens Crescent, Camden Town and West Hampstead.

The open access system will allow you to enter these libraries independently, using your library card during 'off-peak' hours when doors are locked and fewer staff are available.

Opening hours at these libraries will not change.

Why open access?

We have to reduce our budget because our funding from central government will have been cut in half from 2010 levels by 2018/19. In the Camden future libraries consultation, we asked for your ideas on how we might save £800,000 from the current libraries budget of £4.5 million.

We have to change the way some of our libraries operate in order to keep all our libraries open.



How do I get into an open access library?

During off-peak hours you will need a valid library card that has been registered for open access use to enter. Information on how to do this is available on the back of this leaflet.

You will need to swipe your registered library card on the pad outside the library. The doors will then open automatically. **You must not hold the doors open or give your library card to anyone else.** The system is designed to let us know who is in the building at any given time for your safety and security during times when there are fewer staff members.

There will be enhanced CCTV in our open access libraries for your security and cameras will be clearly signposted.

Who can use open access libraries during off-peak hours?

All Camden library members will be able to enter our five open access libraries during off-peak hours. Joining a library is free, quick and simple.

Adults

You will need a valid library card that has been registered for open access to enter. Information on how to do this is available on the back of this leaflet.

You must not allow anyone else to use your library card.

Children

- **Children under the age of 8** – must be accompanied by an adult library member who has a valid library card that has been registered for open access use. They must be accompanied by an adult in the library.
- **Children aged 8-12** – can become a library member and register their library card for open access. We recommend that they are supervised by an adult during off-peak hours.
- **Children aged 12 and over** – can become a library member and register their library card for open access use. They can enter the library independently.

Fewer staff will be available during off-peak hours.

Peak and off-peak hours for open access libraries

Peak hours – you can enter our five open access libraries as normal. You do not need a registered open access library card during peak hours (12pm – 6pm).

Off-peak hours – you will need a valid library card that has been registered for open access to enter during off-peak hours. We are not changing opening hours at any open access library.

Off-peak hours:

Opening – 12noon – if you enter the library using your registered library card during the morning off-peak hours, you will be able to stay in the building when peak hours begin at 12noon.

6pm – closing time – if you have been working in the library during peak hours, we will need to empty the building when off-peak hours begin and you must re-enter the library using your registered library card. This is so that we know who is in the building at any given time for your safety and security.

For information on opening times of individual libraries please ask a member of staff or visit

camden.gov.uk/futurelibraries

What can I do during off-peak hours?

During off-peak hours you will be able to:

- use the self-service kiosks to return, renew and issue library items and pay any outstanding charges
- book yourself on a library PC
- Collect reservations
- browse the collections
- read newspapers and magazines
- access free WiFi.

Fewer staff will be available during off-peak hours and will prioritise their support to customers who require more help to access services. There are help sheets available in the library for using library equipment.

Which Camden libraries will be open access libraries?

The five open access libraries in Camden are:

- Camden Town
- Kentish Town
- Kilburn Library Centre
- Queens Crescent
- West Hampstead

Libraries which are not open access include:

- Highgate
- Holborn
- Pancras Square
- Swiss Cottage

These libraries operate unchanged, but will have fewer staff during the off-peak hours and will not run an enquiry desk service.



How to register for open access libraries

You need to be a library member and not have charges on your account over £5. If you are not currently a library member, please speak to a member of staff or apply online at camden.gov.uk/libraries

1. Present your library card to a member of library staff
2. Read and accept the terms and conditions for open access libraries. These are in addition to the terms and conditions attached to your library membership
3. Library staff will then register your library card for open access libraries across Camden.





Reporting a problem

You can report problems to a member of staff. Due to reduced staffing levels, staff may not be immediately available at the enquiry desk.

In emergency situations, there is an emergency contact sheet near the enquiry desk. Dial 9 before dialling 999 to report an emergency, or 101 for non-emergencies. Fire systems and emergency procedures are in place.

Future libraries

We are committed to keeping all our libraries open and making them even better community spaces.

You can do more than just borrow books at our libraries- you can learn a new skill, join a class, browse the internet or just relax with the newspaper.

For more information on Camden's libraries and open access, visit camden.gov.uk/futurelibraries

