

Extended Access in Dorset Libraries

Terms and Conditions

1. Eligibility

To register to use Extended Access you:

- a.** must be 16 years old or over, children under 16 years old can come in if accompanied at all times by a responsible adult
- b.** have a current, active membership - this means you have used your library card within the last two years
- c.** you have not been banned from using library services or received a verbal or written warning in the last year
- d.** must complete an induction (online or in-person) and agree to our terms and conditions of use (see below)

Each adult must have individual Extended Access membership to enter and a carer accompanying a member must have completed their own registration.

Library cards are not transferable

Please note: if you owe £10 or over on your account, you will be prevented from taking out items or using the public computers, though you will still be eligible for Extended Access membership.

Dorset Library Service reserves the right to refuse Extended Access if it is felt there are sufficient grounds to do so.

New members are welcome to sign up to use Extended Access.

2. Induction

Prior to using the service, you must complete an induction session (online or in-person) for Extended Access, which covers the following:

- a.** the location of the emergency telephone. To use this, lift the handset and you will be automatically connected to a customer advisor after 4 seconds.
- b.** the location of the emergency exits, please see the appropriate virtual tour for the library you are interested in. If a fire alarm sounds (there will also be flashing lights) you must exit the building through the nearest fire exit.
- c.** reporting incidents in the library can be done by using the QR code displayed on posters in the library, via [Contact Dorset Libraries](#) or in the case of an emergency via the emergency phone.
- d.** the entry panel and how to use it
- e.** which services can be used during Extended Access
- f.** information about the visual and audible closing/opening procedures

Please advise staff if you have any condition or impairment which may affect your ability to carry out an evacuation procedure.

3. Terms and conditions of use

- a. use of the library building during Extended Access hours is strictly at your own risk
- b. you must not let anyone else access the building using your library card and PIN
- c. parents and carers are permitted to take children under the age of 16 into the library but you must stay with them in the building
- d. adults with children should ensure the safety of their child/children whilst at the library
- e. customers must treat the building, its contents and other customers using the service, with respect at all times
- f. any loanable item taken from the library must be borrowed through the self-service kiosks
- g. you must not intentionally allow any other unauthorised person to enter the building
- h. if you become aware of an unauthorised person entering the building and you feel safe to do so you can use the emergency phone to report the unauthorised entry
- i. if you become aware of an incident (health and safety or otherwise) which you feel should be reported you should use the emergency phone (if safe to do so) to report the incident, and if necessary, evacuate the library
- j. toilet facilities will not be available
- k. you are mindful of other library users when consuming food and beverages on premises
- l. you accept that the Extended Access service is provided at the discretion of the library, and this service may be revoked and/or your permission to use Extended Access terminated with immediate effect
- m. the building is covered by high-quality CCTV which records images. These images will be used to 1) ensure that the Terms of Use are met and 2) support a criminal prosecution, if appropriate.
- n. you must complete an induction (online or in-person) before you will be authorised to use the system

Access to the library during unstaffed hours is granted by Dorset Council without responsibility to users. The Council is not responsible for any theft, damage, destruction or loss to your property or personal belongings or for any loss or damage suffered by you as a result of any cause beyond our control.

Data privacy statement:

Dorset Council is registered with the Information Commissioner's Office for the purposes of processing personal data. The information you provide will be held and

used in accordance with UK and European data protection law. Dorset Council works in partnership with Bath & North East Somerset, Bristol, BCP (Bournemouth, Christchurch & Poole), North Somerset, Somerset, and South Gloucestershire to provide a library service (LibrariesWest). The personal details provided by you will be stored in a shared database so you can use libraries across the region. For further details on how we use your personal information in the delivery of library services, please read our full privacy notice available in libraries and from links at www.librarieswest.org.uk/about . If you have any concerns about how your personal data is handled, please contact the Data Protection Officer at data.protection@dorsetcouncil.gov.uk

I confirm that I have been given an induction (as described in paragraph 2 above) and I am confident in the use of the service outside of staffed hours. I agree to abide by the terms and conditions of use (as per paragraph 3 above) and I understand that should I not abide by these terms and conditions my use of Extended Access may be revoked with immediate effect, and I may become liable for my acts or omissions arising as a result of a breach of these terms and conditions. I have read and understand the Data Privacy Statement.