

LIBRARY & KNOWLEDGE SERVICES

Customer Charter (Covid-19)

We are committed to ensuring the health and safety of our staff and users at all times. Trust libraries have been risk assessed as Covid-secure places and measures to control risk have been introduced:

- Social distancing throughout the libraries
- Perspex screens at enquiry desks
- Removal of shared stationery
- Staff wear masks when 2m distancing can't be maintained
- Cleaning stations as you enter the library and at PC areas
- Returned books quarantined for 72 hours

We all have a part to play to ensure that our libraries can remain open safely to serve our organisation and ask you to follow the guidance below:

- I will not enter the library if I feel unwell or displaying symptoms of COVID (high body temp, shortness of breath, dry cough, loss of taste/smell in last 14 days)
- I will always respect and maintain social distancing both in and out of the library, and I will wear my mask when unable to achieve this, following current guidelines
- I will sanitise my hands when I enter the library
- I will sanitise computer equipment before and after use
- I will sanitise photocopier/printer before and after use
- I will follow any other instructions from library staff that aim to keep us all safe
- I understand that I may be asked to leave the library premises if I do not follow the guidelines.