



ARGYLL AND BUTE COUNCIL

Libraries

LIBRARY BUILDING STANDARDS

August 2016

Cleanliness

- Libraries should be cleaned for the days they are open.
- Cleaning should only be carried out by the contracted Cleaner.
- Cleaning standards should be agreed with the local Catering and Cleaning Managers, and in accordance with the Council's "Basic Cleaning Schedule and Standards – Libraries".
- Library Supervisors and Library Assistants-in-Charge should monitor the standard of cleaning on a regular basis. Monthly monitoring sheets will be provided by Catering and Cleaning Services and these should be completed, signed and returned at the end of every calendar month.
- Library Supervisors and Library Assistants-in-Charge should record any dates that cleaning was not done and/or any issues they have regarding the standard of cleaning on the monthly monitoring sheets. These issues should also be raised with their line manager (Library Operations Manager).
- All staff have a responsibility to keep staff rooms/kitchens neat and tidy, including washing dishes and cutlery.

Windows

- Library windows, including any glass on doors, should be cleaned by a local Window Cleaner on a quarterly basis.
- The Window Cleaner must clean the windows internally and externally.
- Windows should be kept free of posters at all times (the exception would be an emergency note in the event that a library had to close at short notice). Windows are not to be treated as noticeboards to the outside world.
- A limited number of library related posters may be allowed on windows if a library does not have an external noticeboard.

Lighting

- All lighting should be in good working order and positioned in appropriate areas of the library to benefit users.
- Lighting bulbs/tubes should be reported immediately when they go out.

Floors

- Floors should be kept clean and tidy at all times.
- Floors should be checked regularly to ensure there is adequate space for library users to freely move around the shelving.

- Floors should be free of all trip hazards (torn carpet, trailing cables etc.). This can be checked during the weekly building inspection that forms part of the Fire Safety Plan.

Signage

- All libraries must have an external sign, to corporate standard, that states the name of the library. The Gaelic translation of the library name must also be included on the sign.
- All libraries must have an external sign displaying the building's opening hours. If it is more convenient then the opening hours can be displayed on the glass on the main entrance door to the library.
- Appropriate internal signage should be provided within library buildings. Internal signage should clearly identify stock categories (eg. Adult Fiction, Adult Non-Fiction, Junior Fiction etc.) and direct library users to other facilities within the building (eg. meeting rooms, public toilets etc.).
- Appropriate shelf guiding should be used to help library users find stock by genre or subject matter.

Issue Desk

- Issue desks, and the area within, should be kept neat and tidy at all times.
- Issue desks should be as open as possible and not seen as barrier between staff and library users.
- "Back office" tasks such as withdrawing stock from the LMS, updating membership records, processing new stock etc. should be done away from the issue desk if possible (this is impossible for single-staffed libraries but larger libraries, with more staff, have workrooms where these tasks can be done).
- Clutter on, or around, the issue desk should be avoided at all times.
- Only essential equipment and items should be kept on top of the issue desk. Examples include, but are not limited to:
 - LMS PC and barcode scanner
 - Printer
 - Telephone
 - Cash register
 - Comment box or book
 - Loop system for those with hearing impairment
- Storage space at the issue desk should only be used for essential items and not used as a general dumping ground for material that can be stored away from the public areas of the library in a cupboard or workroom. Examples of items to keep at the issue desk include, but are not limited to:
 - Requested books

- Documents for public consultation (eg. Local Plans, planning applications, voters roll etc.)
- First aid box
- A limited supply of essential stationery and IT consumables
- Bookmarks (within reason)
- Examples of what not to keep at the issue desk include, but are not limited to:
 - Stock donations
 - Withdrawn stock
 - Leaflets or free magazines and booklets
 - Back copies of newspapers
 - Redundant equipment
- As issue desks tend to be near the main entrance to the library it is vital that they convey the appropriate corporate image. In order to achieve this it is acceptable to place plants on top of the issue desk.

Shelving

- All libraries have a responsibility to ensure that their shelves are tidy and that books and other lending material are in good order on the shelves.
- Library staff should be tidying the shelves on a regular basis to ensure that stock is displayed in the correct location and that dead stock, out-of-date stock and grubby stock is withdrawn from the shelves. CollectionsHQ reports will aid this task.
- The shelving layout within all libraries must ensure ease of access for all library users. Particular consideration must be given to ensure disabled library users can access shelving.
- All free standing shelving units should be on castors to enable them to be moved easily.
- Libraries should consider altering their shelving layout occasionally to freshen up the look and feel of the library, as well as encouraging greater browsing of the stock by library users. This effect can be achieved by moving just a couple of shelving units.
- The height of shelving units should be 1500mm for adult stock and 1200mm for children's stock. Shelving at a height of 1800mm may be acceptable if floor space is at a premium and it is necessary to mount more wall shelving.

Book Displays

- Standalone book display stands/units and fixed display only shelving should be placed in areas of the library that are highly visible (eg. at the entrance to the library, near the issue desk etc.).
- Where possible sloping shelves within the shelving units should be used to display books face on.

- If sloping shelves are being used to display new books then these items must be relevant to the stock collection on the shelving unit (eg. only display new crime books at the crime section; new cookery books at, or near, the cookery section etc.).
- Do not over pack display shelves – books should never overlap on display.
- New books displayed on sloping shelving or book display units should be well spaced apart (about 3 – 5cm).
- Only new books should be displayed face on – do not display old and grubby stock.
- Do not display discarded stock for public sale in libraries. Discarded stock should be offered to local charity shops and/or charitable organisations.

Noticeboards and Leaflet Stands

- Notice boards and leaflet stands should only include posters, notices and leaflets that are still current.
- All out-of-date information should be removed from notice boards and leaflet stands.
- Noticeboards and leaflet stands should be checked weekly to ensure material is still in date.
- Noticeboards and leaflet stands should be checked weekly to ensure they are tidy and not overloaded.
- Libraries have no obligation to display every poster or leaflet they receive therefore consideration should be given to what is displayed on noticeboards and leaflet stands. The general rule is that if a poster or leaflet is local, or of national interest, then every effort will be made to display it.
- Posters should never be placed on the bare walls of the library or on the end panel of the shelving units. If there is no available noticeboard space then remove an older poster to make space or discard the poster.
- Where possible all libraries should have an external noticeboard to display posters promoting library services and activities. If it is not possible for a library to have an external noticeboard then a limited number of library related posters can be displayed on the library windows.