

Opening Hours

Service Definition

The library is to be open and staffed as advertised (9am to 5pm, Monday to Friday excluding bank holidays)

At least five working days' notice shall be given if changes to advertised hours are anticipated. Exceptions will be made for emergencies, adhering to local or national guidance to remain at home, or for unforeseen staff shortages.

Library users will be notified of any changes via notices placed at the library entrance and via the [library webpage](#). Winter and bank holiday closures will also be added to the Google and Bing accounts so that accurate opening hours are displayed in search engine results.

In instances where the library is open but is not staffed, a printed notice will be placed on the library counter to notify users that library staff are currently unavailable, and giving them the option to note any books they wish to borrow and take these without receiving authorisation from library staff.

Monitoring Process

A record of the number of times that the library is unstaffed for a period of more than fifteen minutes during normal opening hours, along with the length of time, will be recorded in our Access database. The number of books noted as borrowed in these periods will be recorded also.

Performance Indicators

The library should be open for at least 95% of the advertised hours.

The library should be staffed for at least 95% of its actual opening hours.

What we expect from our users

To be aware of the standard opening hours.

To leave the library promptly at closing time or move into the adjacent 24-hour computer room and study suite.

To use the blue box situated outside the library to return books when the library is closed.

To comply with the instructions on printed notices placed on the library counter when library staff are unavailable.

Policy Reference

Opening hours v11

Review Schedule

Every 12 months.

Next review date: June 2022