

# Open Access frequently asked questions

30 September 2021

## What is Open Access?

Open Access is a system that lets library members into library buildings at times when they are not open with staff. You need to register to use Open Access by completing a quick [one-off induction session](#). You can then use your library membership number and PIN to let yourself in during [Open Access hours](#) when staff are not working.

## Can anyone use Open Access?

No, you have to be a library member aged 16 or over, and complete a quick one-off induction session to register to use Open Access.

Anyone who has a history of misusing library services in the 12 months leading up to wanting to register for Open Access will be refused.

## How do I register for Open Access?

You must be a library member and complete a quick [one-off induction session](#). If you are not already a library member you can [join online](#) or when you come for your induction session.

## What is an induction session?

The induction will last approximately 20 minutes, covering:

- the door access panel and how to use it with your existing library membership card or digital in app card using the free LibrariesWest app
- Open Access [terms and conditions](#) of use
- tour of library, equipment and services available
- how the library closes at the end of an Open Access session and what warnings to expect
- what to do in an emergency including location of emergency exits, position of customer help phone and how to use it
- how to leave comments/queries for staff

Find out how to [book your induction](#).

## Can my children come to an induction session with me?

Yes, children are always welcome in the library. If they are 16 (or over) they will need to register for Open Access with their own library membership. Find out how to [book an induction](#).

### **Do I need to book in advance each time I want to use Open Access?**

No, as long as you have completed a one-off induction session and staff have registered you to use Open Access you can just come along during [Open Access hours](#) and let yourself in using your library membership number and PIN.

### **Can I use Open Access at any library, or does it just have to be the one I register with?**

You can use any library which has Open Access but do please familiarise yourself with the emergency exits when using a library in Open Access for the first time

### **Can I use Open Access with my children**

Yes, all children under the age of 16 must be accompanied by a parent or carer at all times who will be responsible for their safety. Doors open when anyone walks towards them from inside, so please be vigilant if you have young children with you.

From the child's 16th birthday they should [complete an induction](#) and register for Open Access in their own name.

### **What times does Open Access operate?**

Find [Open Access hours](#) here

### **How does the Open Access panel work, I've forgotten?**

During Open Access hours, the Open Access panel screen says: 'Welcome. Please scan your library card below.' Hold your library membership barcode (on your membership card or LW app on your mobile phone) between 10cms and 15cms under the black Open Access box so that the red line can read the barcode. When prompted on the screen use the keypad to enter your PIN. press 'Enter'. After a few seconds the doors will open and you can enter the library.

### **My card doesn't work on the Open Access panel**

This may be because there is a 15 minute period between the library closing if it has been open with staff earlier in the day and Open Access becoming available. [Check times.](#)

Check the message on the Open Access box display panel:

- if it says "Library Open" staff are available and you don't need to scan your card to enter.
- if it is blank or showing an error message, Open Access is not currently working at that library
- if, after scanning your card, it shows the message "No entry" this means either you are not registered for the Open Access service or there is a problem with your card. To resolve this you can call 01454 865022 Monday to Friday 10am – 4pm; Saturday 9:30am – 12pm or email [libraries@southglos.gov.uk](mailto:libraries@southglos.gov.uk) or visit a library during [staffed hours](#) and speak to a member of staff.

### **I've forgotten my library card – what do I do?**

- if you have the free LibrariesWest app set up on your mobile phone you will find your membership number and barcode under 'my barcode'. You can scan the digital barcode instead of your physical card, or enter the number using the Open Access keypad.
- if you use the BorrowBox app with your library membership for eBooks and eAudiobooks you can find your membership number in the account tab on the BorrowBox app/website.
- if none of these solutions are possible for you, call 01454 865022 Monday to Friday 10am – 4pm; Saturday 9:30am – 12pm or email [libraries@southglos.gov.uk](mailto:libraries@southglos.gov.uk) or visit a library during [staffed hours](#) and speak to a member of staff.

### **I don't know my library membership number and I don't have my card – what do I do?**

- if you have the free LibrariesWest app set up on your mobile phone you will find your membership number and barcode under 'my barcode'. You can scan the digital barcode instead of your physical card.
- if you use the BorrowBox app with your library membership for eBooks and eAudiobooks you can find your membership number in the account tab on the BorrowBox app/website.
- if neither of these solutions are possible for you, call 01454 865022 Monday to Friday 10am – 4pm; Saturday 9:30am – 12pm or email [libraries@southglos.gov.uk](mailto:libraries@southglos.gov.uk) or visit a library during [staffed hours](#) and speak to a member of staff.

### **I've forgotten my PIN**

Go to [www.librarieswest.org.uk](http://www.librarieswest.org.uk), select log in, use the forgot my PIN option and an email will be sent to the email address we hold for you so you can reset your PIN.

If you can't do this call 01454 865022 Monday to Friday 10am – 4pm; Saturday 9:30am – 12pm or email [libraries@southglos.gov.uk](mailto:libraries@southglos.gov.uk) or visit a library during [staffed hours](#) and speak to a member of staff.

### **What can I do in the library during Open Access?**

- connect to our free wi-fi
- use a computer
- print (during Open Access payment can only be made by card)
- photocopy items (only available in Bradley Stoke, Staple Hill and Thornbury libraries during Open Access)
- access online e-resources
- issue, return, renew items and pay charges using the self-service kiosks (during Open Access payment can only be made by card)
- collect reserved books and items (during Open Access payment can only be made by card)
- use the library to meet others, read and study (within current Covid-19 regulations)
- use the free space (heating & lighting are automated, CCTV is installed)

## **Are there toilets available during Open Access?**

There are no toilet facilities (apart from Bradley Stoke and Kingswood, where toilet facilities are in the communal building during the building opening hours).

## **Is it safe?**

Only library members who have completed an induction session are registered for the service. Anyone who has a history of misusing library services in the 12 months leading up to wanting to register for Open Access will be refused.

Heating and lighting are automated, and CCTV installed with images recorded.

However, use of the library when unstaffed is at your own risk and we ask you to please consider any health or other issues that need to be taken into account.

The main entrance doors will automatically open when you leave the library and if there is a power failure or fire alarm then they can be pushed open. Our security service is alerted when there is power failure, a fire door is opened, or a fire alarm goes off and if the main door remain open for 3 minutes.

## **What happens if I encounter a problem?**

This very rarely happens. There is an emergency phone available which you are shown during the induction session.

The main entrance doors will automatically open when you leave the library and if there is a power failure or fire alarm then they can be pushed open. Our security service is alerted when there is power failure, a fire door is opened, or a fire alarm goes off and if the main door remain open for 3 minutes.

Email [OpenAccess@southglos.gov.uk](mailto:OpenAccess@southglos.gov.uk) to report any issues or concerns or give us feedback on the service; or you can visit a library during [staffed hours](#) and speak to a member of staff.