

LIBRARY AND CUSTOMER SERVICES



*Your Customer
Services and Library,
Open Longer*

Terms and Conditions

Access for new users will be activated within 2 working days following registration.

After OPEN+ registration, if you then get a replacement library card or change your PIN, please tell the staff so they can update your access details.

To enter the Customer Services and Library during the unstaffed hours, scan your Library card and enter your PIN at the access point near the entrance.

Upon entry, OPEN+ captures your image on CCTV which will be used to monitor your compliance with OPEN+ terms and conditions, and also for your security.

You will hear pre-recorded messages to let you know when the Customer Services and Library is due to close.

Be mindful when entering the Customer Services and Library. Ensure no-one follows you in after you have scanned your card.

Remember to take care of your Customer Services and Library and be considerate to other people using the space.

Please do not consume food in the Customer Services and Library, however hot/cold drinks are permitted providing they are in disposable cups with lids.

If you have unpaid fees over £15, you will not be able to borrow any items. Please pop in during staffed hours to pay the fee.

Printing facilities and the People's Network PCs are not available during OPEN+ hours; however a public access PC is provided for customers to access the East Riding of Yorkshire Council website, government websites and the library catalogue.

OPEN+ is an unstaffed facility. Leisure Centre staff are unable to resolve IT issues or answer Customer Services and Library questions. We invite you to log any queries in the comments book, and we will happily contact you during staffed hours to respond.

Free public access WiFi (EastRidingFreeWiFi) is available should you wish to bring in your own device.

In the event of an emergency please use the telephone provided at the Customer Services and Library reception desk or speak to a member of staff in the Leisure Centre.


In the event of a fire you will be alerted by an audible alarm and strobe lighting. Please proceed quickly to the nearest emergency exit. A member of Leisure Centre staff will assist the evacuation.

If the security gate light flashes upon departure your books may not have been issued. Please ensure all your books have been issued correctly.

Guidelines for parents

Children under 16 years can enter the Customer Services and Library during unstaffed hours if they are accompanied by an OPEN+ registered, responsible adult.

 @ERidingLMA

 East Riding Libraries, Museums and Archives



EAST RIDING
OF YORKSHIRE COUNCIL