Community Run Library Training Programme – Bath and North East Somerset (2.5 hours session)

NB – This is a sample session plan. Training sessions will be flexible to meet the needs of the group. All sessions will be run accessibly to address the audience, with supporting IT and guidance documents.

Subject	Detail		Time
Introduction	**Aim**: 1. To enable Community Run Libraries to manage personal customer information safely and according to the requirements of the LibrariesWest Consortium 2. To enable the Community Run library to signpost customers to a range of services and information. 3. To explore behaviours and boundaries that keep volunteers and customers safe.		10
Library Management systems and Libraries West	1. Basic overview of Sirsi, mobilecirc, libraries West web page and app		10
Data Protection, Confidentiality and Information Sharing	1. GDPR/Data Protection Confidentiality – key messages 2. Information sharing, destroying unused personal data 3. IT security – screen safe, passwords 4. Malicious emails		10
Customer Care and Signposting to resources	1. Customer Care 2. Dealing with difficult customers 3. Operational Scenarios and Boundaries 4. Support network		30
BREAK			15
Equalities awareness			30
Safeguarding	1. Boundaries and scenarios – babysitting, borrowing money, generally taking advantage! 2. Refer to multi-agency training		15
Other information sources	The wider information offer Look at resources available - Council Web page, .Gov.uk, Wellbeing Options, 1 Big D, Rainbow Resources, Libraries West web site and app, rbdigital (mags) etc.		20
Questions and Evaluation			10