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| **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 |