

Guidance on the use of NCC Libraries by Staff for Occasional or Touch Down Working

To help promote more flexible, mobile and remote working, Libraries extend an invitation to staff working for NCC, FfW or any of the other Next Generation Council organisations to use the public areas of the county's 36 public libraries for occasional use to connect to our Wi-Fi and make use of our new canon printers through our "Staff print" email facility. Staff will need to bring their own mobile device with them to do so. More details on the printing facilities available are included at the end of this guidance

For NCC field workers only, we can also offer a number of touchdown spaces away from the public areas in library back office spaces or meeting rooms. These will provide the additional facility to connect to the NCC network via a cable, in order to update mobile devices and synchronise documents, as well as the use of Wyse terminal(s) in most cases.

The libraries can be a really convenient occasional workplace between meetings or on the way home for many staff, who are able to work flexibly. Their individual opening hours and facilities can be found on our webpages or more conveniently via the LibraryPlus app (available for Apple and Android devices). Libraries are busy places and often run events in the public areas, which can be noisy and restrict the amount of available room so please bear this in mind if you are expecting a very quiet workspace.

For NCC field workers only, we can also offer a number of private touchdown spaces away from the public areas in library back office spaces or some meeting rooms. These spaces will offer a more confidential working environment than the public parts of the Library. These will also provide the additional facility to connect to the NCC network via a cable, in order to update mobile devices and synchronise documents, as well as the use of Wyse terminal(s) in most cases. Please note that not all Libraries offer this facility, although this facility will be rolled out to more Library sites during 2017.

In order to ensure that Library facilities are available to everyone, we ask that you please respect the rights of all our users and follow the principles of use below:

Touchdown

- Priority use of public areas is for members of the public
- Use of touchdown space in back office areas is limited to NCC field workers and these spaces are only suitable to work from for relatively short periods of time between other meetings & appointments. They are not an alternative all day office base.
- Staff wishing to use touchdown space in back office areas must identify themselves to the library staff on arrival, sign in and sign in out when they leave the Library.
- The library staff will give field work staff access to the non-public area designated for touchdown and show them what facilities they can use.
- Staff can access the NCC Network remotely via the free public Wi-Fi, in public and back office areas, using your own NCC mobile device (Smartphone, laptop, tablet).
- As with any public Wi-Fi access to the NCC Network, staff will need to use the "roaming" icon together with Dell Defender remote access token.
- Our free Wi-Fi and printing facilities are provided by 3rd parties and we cannot guarantee availability.
- No equipment or stationery is supplied by or available from the library.
- Use of library staff computers in the public area is not permitted.
- Unplugging of public computers or any other equipment is not permitted.
- NCC staff have the same access and rights as any other customer/ member of the public, e.g. to printer/copier, consumables, power sockets, toilet facilities etc., and with the exception of printing, fees and charges apply as normal.
- It is the responsibility of staff using Library facilities to ensure that the library they have chosen to use has the facilities they need in either the public or back office areas and that they are available e.g. checking on-line via the Libraries website what touchdown facilities are available in the back office area, checking event calendars for activities happening in the public areas etc.

- Staff using library facilities will consider the needs of other library users and avoid having potentially sensitive conversations or meetings in public areas.
- It is not expected that staff using Library facilities will make demands on library staff beyond that of any other customer.
- Public Toilets are available in some but not all libraries, please do not ask to access non-public areas to use the staff toilets.
- You are responsible for your own property, personal and corporate, when flexibly working in a library.
- There are no confidential waste facilities available in libraries so please ensure that you keep your documents secure.

Specific Site Information

This guidance applies to any staff working on an occasional or touch down basis at any NCC Library site, whether in public areas or back office spaces or agreed meeting rooms.

Additionally, each Library site that offers private touch down facilities will have additional guidance that applies to these specific facilities at that site. These must also be complied with by staff using these facilities.

Both the generic guidance and site specific guidance (where applicable) will be displayed at each Library site.

Staff Guest Printing

All staff will be able to use our staff print email facility from any of our libraries when using their corporate email address. You don't need to be in the library to use this facility you can be at home, at work or on the move! To use this service you will need to send your required printout as an attachment to the following email address staffprint@libraryplus.co.uk Once sent you will receive an email which will have your job code number, take this number to any Canon public printer in any of our libraries and enter your code. Select which documents you wish to print from those that are listed and then select "print+delete" and your documents will come out. You will not be required to enter any money as it has recognised that you are using a corporate email address. Which makes this service we offer simple and straight forward to use. Please note the following before using this service:-

- Priority use is for the members of the public
- All printouts will be A4 in size and auto detect if colour is present in the document. Unless there is a good reason to print in colour, please print in black and white by typing #bw in the body of the email. . (should we try to word this more as an instruction to staff to use black & white print?)
- Please do not send confidential documents to the "staffprint" email address as the printer is shared with public users as well.
- You will not be able to send password protected encrypted or compressed (zipped) documents.
- Your corporate individual Canon PIN code will not work on the libraries public Canon printers.
- Job codes will only be valid for 36 hours.
- If you do experience problems please alert library staff, but note that they can only offer basic assistance with the printer itself and nothing else.
- It can take up 15 minutes for your documents to be converted and ready to print once you receive your job code.
- The following file types will be accepted to be printed;
 - Microsoft Office Documents
Excel .xls .xlsx

- PowerPoint .ppt .pptx .pps
- Word .doc .docx
- Images
 - .jpeg .jpg .png .tiff .tif
- PDF Documents
 - .pdf
- Rich Text Documents
 - .rtf
- You are able to send multiple attachments within the same email, but maximum size of the email can not exceed 20MB in total.

First for Wellbeing delivering services on behalf of Northamptonshire County Council

