



EAST RIDING

OF YORKSHIRE COUNCIL

County Hall Beverley East Riding of Yorkshire HU17 9BA Telephone (01482) 393939

www.eastriding.gov.uk

Darren Stevens Director of Corporate Resources

Mr Sean Kirby
request-758154-1f65f7fe@whatdotheyknow.com

Your Ref:
Our Ref: 3d/JS/SM/FOI13290
Enquiries to: Joe Smith
E-Mail: foi@eastriding.gov.uk
Tel. Direct: (01482) 391512
Date: 21 June 2021

Dear Mr Kirby

Freedom of Information Act 2000 Request for Information

On 24 May 2021 East Riding of Yorkshire Council received your request for information under the Freedom of Information Act 2000. The information you have requested, along with the Council's response, is set out below:

Details of Request:

Please provide all recorded information relating to the 30 minute policy you have implemented in your libraries since reopening after the lockdown.

You are requesting taxpayers to vacate libraries after 30 minutes' attendance there.

Response:

Prior to reopening last summer we took a very cautious approach as it was impossible to predict demand. This guidance was given to staff and was reviewed after the winter lockdown in 2021.

Library Browsing - Limited Service to Commence 10 August 2020

- Maximum number of visitors to enter each library/MSC to be determined on a site-by-site basis following consultation with the Council's Safety Services team.
- Visits should be restricted to 'up to a maximum of 30 minutes' inside the library/MSC. Staff should use their discretion to temporarily reduce this to 15 minutes (by polite request to the visitor) to assist with things such as queue management where necessary but be mindful that the 'maximum of 30' will be the advertised time limit.

Library Browsing - Limited Service to Commence 12 April 2021

- In order to manage demand and allow equal access for all customers visits may need to be restricted inside the library/MSC. This is advisory and applies to all visitors. 30 minutes will be the advertised advisory time limit.
- Staff should use their discretion to temporarily increase or reduce this by polite request to the visitor (suggested minimum of 15 minutes) to assist with queue management and manage numbers on site.

Caroline Lacey

Chief Executive

If you are dissatisfied with the above decision or how your request has been handled you can ask for the Council to review this by emailing foi@castriding.gov.uk or by writing to Democratic Services within 6 weeks of this letter which is 2 August 2021.

A senior manager will carry out the review within 10 working days of receipt of your request and provide a response within 20 working days. It will provide a fair and thorough review of the decisions taken and where necessary how your request has been handled.

If you are not content with the outcome of the review you can apply to the Information Commissioner for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted the Council's review procedure. The Information Commissioner can be contacted at:

The Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate number)
Fax: 01625 524 510

Alternatively email: casework@ico.org.uk.

Yours sincerely

Information Governance and Feedback Team