



Training Pack



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WELCOME TO THE PRISON LIBRARIES TRAINING PACK

This pack has been produced by the Prison Libraries Group, a member network of the Chartered Institute of Library and Information Professionals (CILIP) and is primarily aimed at people new to prison library work.

Providing a library service in the secure environment of a prison is not an easy job, and we hope that this pack will help to de-mystify some of the jargon and procedures you are likely to encounter in prisons. It is not intended to be a substitute for formal training which should be provided by your prison establishment and your employer, but rather a guide to some of the most common situations you may come across in prison libraries.

The pack is compiled by the committee of the Prison Libraries Group, most of whom are experienced prison librarians. The pack is regularly updated and ideas for future coverage are very welcome.

Sue Wilkinson FCLIP MBE FRSA
Chair, CILIP Prison Libraries Group

Please note: this pack is regularly updated to keep up with changes in procedures and policies. The most up to date version is on the PrLG website. Please be aware that things can change very quickly in prisons, and it is not always possible to amend the pack instantly. It is also worth noting that there are often local variations in policies and procedures. Procedures in privately run prisons may differ from those in the public sector. If you are unsure about anything, please ask at your establishment.

THE PRISON LIBRARIES GROUP MISSION STATEMENT

The Prison Libraries Group serves the interest of all members concerned with the provision of library services to prison communities. The group is committed to improving the quality of the service whilst raising the profile of prison libraries.

Membership of the group is open to all members of CILIP (Chartered Institute of Library and Information Professionals). The group offers Group Only Membership – this is an opportunity for people working in prison libraries to join the Prison Libraries Group without being members of CILIP. To be a Group Only Member, you must be currently employed in a prison library and must not have been a member of CILIP for 12 months. Group Only Membership is possible for a maximum of two years. After that time, it is only possible to be a member of the group through full CILIP membership.

The group is committed to providing training for its members and for others working in the sector. The group holds training events and provides online training resources for members including the Prison Libraries Training Pack which is regularly revised and updated and is provided free to members. (Non-members can purchase copies of the pack). The group administers a bursary scheme through which members may apply for funding to attend relevant training.

Information is also on the CILIP website, and the group sends monthly updates through CILIP to its members.

The Prison Libraries Group has worked to improve the standards of library provision in penal establishments and works closely with statutory agencies and other partner organisations to position prison libraries as a key stakeholder within the criminal justice system.

OUR PROMISE TO YOU

The PrLG committee will work actively in the following areas:

PROMOTION: we will promote the importance of prison libraries within the prison service, the criminal justice system and generally throughout the library and learning sectors.

POLICY: we will be a focus for prison library policy development, and will respond to requests for consultation in related areas.

ADVICE: where possible, we will provide professional advice for our members and for others engaged in prison library services.

CONTINUING PROFESSIONAL DEVELOPMENT (CPD): we will work with CILIP to encourage professional development. We will provide training opportunities and a training pack and other online resources for those working in prison library services.

NETWORKING AND COMMUNICATION: in addition to providing training opportunities, we will maintain web space for our membership. We will send regular email updates to our members and liaise between our membership and CILIP.

ADVOCACY: we will advocate on behalf of prison library services and our membership at every opportunity.

PUBLISHING: we will publish information regularly on our web pages and will link to relevant content from other organisations.

INVOLVEMENT: we will encourage our membership to be involved in the profession and in the Prison Libraries Group.

IMPACT STATEMENT

CILIP, the Chartered Institute of Library and Information Professionals is the professional body that represents all library and information workers in the United Kingdom. Under the terms of its Royal Charter, the Institute has a duty to promote high quality library and information services and to advise government, employers and others on all aspects of library and information provision.

CILIP believes that prisoner rehabilitation makes social and economic sense. Prison libraries and prison library staff play a key part in this by helping to improve prisoner literacy skills, encouraging a love of reading for pleasure and improving basic online skills

Prison libraries and professional library staff offer a neutral environment for prisoners outside of the formal education and learning provision within the prison.

A good professionally managed prison library can:

- Enable prisoners to develop new skills and improve existing skills
- Help prisoners to locate, understand and communicate appropriate information
- Provide opportunities for prisoners to maintain family links through reading projects
- Enhance the well-being and raise the self-esteem and aspirations of prisoners
- Mirror the service offered by public libraries and enable prisoners to develop the library habit during their sentence and after release

The prison library offers a safe and neutral space and a calm environment where prisoners can engage with reading and formal and informal learning. The prison library is also a source of information. **Prison library staff work with prisoners to help them locate, retrieve, understand and communicate appropriate information.**

Reading for pleasure increases relaxation and can reduce stress. It is also a safe way in which to explore and understand human relationships. Prison library staff can deliver reading for pleasure for prisoners at all ability levels. Reading for pleasure can have a positive effect on mental health. **Prison library staff can work with health professionals to recommend reading that will help prisoners learn more about and manage their mental health.**

A prisoner's engagement with the prison library can lead to:

Improved self-esteem

Increased involvement in learning

Increased employment opportunities

Improved opportunities to maintain family links

Improved literacy, articulacy and social skills

THE PRISON LIBRARIES GROUP COMMITTEE

The group committee is elected every two years and meets at least four times per year.

Dates of committee meetings and committee proceedings are published on the group website. Any member of the group may attend a committee meeting as an observer – please contact the Hon. Secretary of the group if you wish to do this. (Please note: the group is not able to fund travel expenses for members to attend meetings).

The group holds an Annual General Meeting, usually in May.

The committee produces an annual business plan, outlining key priorities for the coming year. This includes a detailed financial plan. The business plan can be found on the group website.

Annual accounts are submitted to CILIP each January and are approved at the AGM.

Committee members participate in CILIP panels and forums where appropriate and actively seek opportunities to work collaboratively with other CILIP member networks. We endeavour to send a committee member to the annual CILIP conference.

Contacting the committee:

A full list of committee members and their contact details can be found on the website.

Alternatively, you can contact the group at info.prlg@cilip.org.uk

The group website is at: www.cilip.org.uk/prlg

You can also follow the group on Twitter: @prisonlibraries

LOCAL DIRECTORY

If you are newly appointed, it may be helpful to ask someone to fill in the following checklist for you. Job titles may vary for each establishment.

TITLE/POSITION	NAME	PHONE NO.
Regional Custody Manager
No.1 Governor/Director
Deputy Governor
Governor's Secretary
Head of Learning & Skills
Head of Health Care
Head of Offender Management
Head of Operations
Head of Reducing Offending
Head of Residential
Head of Security
Head of Works
Business Unit
Canteen Manager
Care Team Members
Chaplaincy
DART Team
Developing Prison Service Manager (DPSM)
Discipline

Education Manager
Equalities Team
Fire Safety Officer
Head of Healthcare
Health & Safety Officer
Independent Monitoring Board
Industrial Manager
IT Services
Procurement
Race Equalities Officer
Reception
Staff Mess
Stores
Training Department
Workshop Instructors

OTHER LOCAL INFORMATION

The following is a list of some information which should be given during your induction period in the establishment.

1. **Car parking arrangements:** Have you supplied the gate with the make, colour and registration of your car?
2. **Photocopying:** Sometimes this is organised through the Administration Department, sometimes you may use the Education facilities.
3. **Mess:** You may have to order your meal by a particular time. There may be a password or number for access. You may need to register for a cashless payment card.
4. **Library Mail:** Where is it left? What is the procedure for posting external mail?
5. **Next of Kin:** Does the establishment have details of your next of kin and how they may be contacted during the day?
6. **Gym:** Staff usually have access to gym facilities.
7. **Repairs:** There will be a procedure at your establishment for the reporting of small repairs. It's worth finding out what this is before you need to use it!
8. **Deliveries:** How do you get library van deliveries made? What are the searching arrangements for incoming stock?
9. **Movement within the establishment:** In some prisons you may be expected to report your whereabouts if you move around the establishment. Some wings may have a visitors' book.
10. **Electronic gate procedure:** This will vary at each establishment. Ensure that you are made aware of your responsibilities.
11. **Stationery supplies:** What is provided by the library provider and what stationery does the prison supply?
12. **Travel:** If you are using your own vehicle for work you may need to supply details of insurance to the Finance Department.

13. **Phone access code:** You may need a code to make external calls.

14. **P-NOMIS:** Offender database.

15. **Quantum:** HM Prison Service intranet.

INDUCTION AND TRAINING FOR PRISON LIBRARY STAFF

This checklist is a guide to the type of training you should receive from your employer and from your prison establishment. The actual training will vary in different establishments and with different library providers.

INDUCTION

Public library authority or library provider

DATE COMPLETED

- Management structure, philosophy/objectives
- Service level agreement
- Staffing
- Stock – acquisition
- Reference/information
- Specialist services
- IT services
- Requests
- Local agreements – van deliveries

Prison establishment

- Security – gate procedure, photograph & pass keys, alarm checks
- Communication procedures
- Use of radios, if applicable
- Tour of prison
- Regime – place of library in regime
- Management structure, administration staff
- Education department
- Probation, Chaplaincy, Healthcare
- Reception, separation and care
- Wings

Works
Gym
Catering
Equalities Officer
Health & Safety – risk assessments
- fire drill
- fire extinguishers
- first aid
- electrical appliances

ONGOING TRAINING

Prison establishment

Your prison establishment may hold monthly training activities. These may include updates on changes in policy and procedures, and detailed training on things such as equality, health and safety, ACCT, first on scene, security awareness, first aid, fire safety awareness, extremism awareness, personal protection, safer custody, PNOMIS.

Public library authority or library provider

Your library provider should also provide ongoing training. This might include IT training, professional development, stock management and reader development. You should ensure that the prison library is included in team meetings and other relevant meetings held by your provider. This not only keeps you up to date, but also helps your colleagues to have a greater understanding of the prison library.

Private prisons

Some private prisons provide their own library service and the library staff are directly employed by the prison. In this case, it is worth making links with library staff at other establishments run by your company. It is also useful to explore making links with the local library authority.

CATEGORIES OF PRISONERS

- A:** Prisoners whose escape from custody would be highly dangerous to the public, the police, or the security of the state.
 - B:** Prisoners for whom the highest degree of security is not necessary, but for whom escape must be made very difficult.
 - C:** Prisoners who cannot be trusted in open conditions but who do not have the ability or resources to make determined effort to escape.
 - D:** Prisoners who can be reasonably trusted to serve their sentences in open conditions.
- E-List:** Prisoners who have attempted to escape are placed on the E-List and may be required to wear different clothing.

Any prisoner aged 18 or over can be of restricted status. (A restricted status prisoner is any female or young adult male prisoner, convicted or on remand, whose escape would present a serious risk to the public and who is required to be held in designated secure accommodation).

Categories B, C and D are only for adult convicted men. Unconvicted prisoners, unless they are category A, will not be categorized and are usually treated as category B.

Women and young offenders – if they are not restricted status, they will only be classed as suitable for open or closed prisons.

IPP prisoners – Imprisonment for public protection was introduced in 2005 for serious offenders whose crimes did not merit a life sentence. They would serve a minimum tariff before being considered for release on supervised licence. These sentences were abolished in 2011, but this was not retrospective so there are still some prisoners serving this type of sentence.

If a prisoner has a long sentence, his or her category may be changed from time to time to a lower one. Alternatively, if he/she tries to escape or if the prison discovers information that a prisoner is dangerous, it may be changed to a higher one.

CATEGORIES OF PRISONS

Each prison is given a security category to indicate how secure it is judged to be. Establishment categorization should not be confused with that applied to prisoners. It is possible to find prisoners of categories B, C or D in prisons designated as category A, B or C.

Local prisons – deal with men and women who are sent directly from the court either when they have been remanded in custody before trial or after conviction or sentence.

Training prisons – may be either 'open' or 'closed' depending on the type of security required. A prisoner may be sent there after initial assessment in a local prison.

Remand centres – are for people who have been committed to custody for trial or who are awaiting sentence.

Long term and high security estate – are especially secure establishments into which high security prisoners are placed. They also hold prisoners of other categories.

Young Offender Institutions – are for sentenced young people between 18 and 21 years of age.

Young people under 18 who are sentenced to custody will be held in either a secure children's home, a secure training centre or a young offender institution.

Immigration Removal Centres – are holding centres for foreign nationals awaiting decisions on asylum claims or awaiting deportation following a failed application.

SAFETY AND SECURITY

Security is **never** someone else's responsibility
Security is **everybody's** business
Security is an **attitude** towards everything you do in the prison
Staff are the greatest security asset in any prison

What does 'security' mean?

Of course, the key function of a prison is to keep prisoners inside. Security provides the foundation on which all positive regimes are based.

Security is an all-encompassing term that covers:

Physical security – walls, bars, locks, and more modern devices such as CCTV

Procedures – including roll calls, accounting for prisoners and searching cells

Assessment – such as categorising prisoners to keep them in appropriate security conditions

State of Alert

All prison buildings must take security measures against terror attacks and similar threats. At each entrance, a notice board indicates the current state of alert. This refers to threats from outside the prison only.

There are three states of alert:

Normal: routine protective security measures

Heightened: additional and sustained protective security measures

Exceptional: maximum protective security measures to meet a specific threat

Drugs and Searches

Visitors and staff may be subject to searches for drugs, weapons, mobile phones or other inappropriate items. This could be a simple 'rub down' or a more thorough search. Most prisons use airport type x-ray machines and drug detection dogs. Anyone attempting to smuggle drugs into a prison will be prosecuted.

Mercury Intelligence Report

If you hear or see anything unusual, such as bullying, racism, passing of parcels or any incidents that happen inside or outside the prison that you think has any bearing on the security or the running of the prison you need to fill in an MIR online.

Many non-discipline and civilian staff work in the prison system. For most of the

time you will be in a safe, controlled environment where incidents are unusual. However, you should take some basic precautions for your own safety.

Some general advice:

Make sure you have a prison induction

Always tell someone your location in the prison

Be aware of the prison's hostage taking procedure

Make sure you know how to report worrying incidents of intimidation

If you are in doubt about security, seek advice from a prison or security officer

Your prison may provide training in breakaway techniques. This depends on the type of prison you are working in.

You will be given a full security talk as part of your induction, including detailed information about how it affects your work. You will get a chance to ask any questions you may have. Your security training should cover personal security, local security, prisoner awareness and tools, plant and equipment security.

The core duty of all staff is to prevent escape, so you should be aware of the prisoners on the E-list – these are the prisoners who wear the green and yellow checked prison outfit (this may differ in private prisons), and those categorized as Category A.

Your keys must be secured on a chain and attached to a belt at all times. Keys should be in a pouch out of sight of prisoners.

Your I.D. card should be carried with you at all times within the prison.

Ideally, if you have a bag that is for sole use for work, this should only contain items that can be brought into the prison, thereby preventing unauthorized items unknowingly being brought into the prison.

A list of items permitted and prohibited in the prison can be found in the local security strategy on the intranet.

PRISON JARGON AND ABBREVIATIONS

Prisons, like all large organisations, have a bewildering amount of jargon and abbreviations. This short glossary contains some of the ones most commonly used and should help you to understand "prison speak." Drugs have a language all of their own – you can find a list of common terms at <http://www.drugrehab.co.uk/street-drug-names.htm>

ACCT	Assessment, care, custody, teamwork
ACR	Automatic conditional release
ADJUDICATION	Internal disciplinary hearing
APPLICATION	Prisoner's request
ARD	Automatic release date
ASSOCIATION	Recreational time during which prisoners may socialise
BANG UP	Lock prisoner up in a cell
BEHIND THE DOOR	Prisoner choosing to stay in cell
BLOCK	Punishment or separation and care unit
BMU	Business Management Unit – responsible for administration in prisons
BURN	Tobacco
BUTLER TRUST	Awarding body for recognition to Prison Service staff for good work
CARAT	Counselling, Assessment, Referral, Advice and Throughcare
C & R	Control and restraint
CANTEEN	A shop for prisoners
CAT	Category – refers to the security classification of a prisoner
CC	Cellular confinement – punishment for breach of rules
CENTRE	Middle part of older radial prison now often the nerve centre of a wing
CES	Clothing exchange stores
CIT	Construction Industry Training
CAN	Certified normal accommodation (the uncrowded capacity of a prison)
CON	Slang for prisoner
CRC	Community Rehabilitation Company
CRD	Conditional release date
CSU	Care and Separation Unit
DEP	Deputy Governor
DG	Director General
DRU	Drug Rehabilitation Unit
DX	Discharge
E LIST	Escape list
EARNINGS	Prisoners' pay
ECR	Emergency control room
ED	Evening duty
EDR	Earliest date of release
EXERCISE	A formal period each day to allow prisoners to take exercise out of doors
F.2050	Prisoner's file/dossier

FITTED UP	Unjustly accused
GHOSTED	Prisoner removed at short notice, often early in the morning
GOOD	Prisoners separated for reasons of good order and discipline
GRASS	A prisoner who informs on other prisoners
HDC	Home Detention Curfew
HMPPS	Her Majesty's Prison and Probation Service
HOM	Head of Offender Management
HSE	High Security Estate
IDTS	Integrated Drug Treatment Service
IEP	Incentives and Earned Privileges
IMB	Independent Monitoring Board
IPP	Indeterminate Public Protection Prisoners – those who pose a risk to the public and can remain in prison until they no longer pose a risk
KNOCK BACK or KB LANDINGS	A bad result on parole, adjudication or application Floors in a prison. Often referred to as ones, twos, threes etc.
LOE	Loss of earnings
LOP	Loss of privileges
MAPPA	Multi-Agency Public Protection Arrangements. A scheme for managing violent and sex offenders by probation, police and prisons
MDT	Mandatory drug testing
MESS	Staff dining room
MIR	Mercury Intelligence Report
NO.1	The Governor
NONCE	Derogatory term for sex offender
NTS	Notice to Staff
OASys	Offender Assessment System
OMU	Offender Management Unit
OSG	Operational Support Grade. Uniformed staff, not officers, who assist with operational duties. Formerly known as auxiliaries
PAD	Cell
PATCHES	Yellow patches on the uniform of a prisoner on the escape list
PEI	Physical education instructor
PETER	Cell
POA	Prison Officers Association (trade union)
POELT	Prison Officer Entry Level Training
PNOMIS	Computer system for prisoner records
PPU	Public Protection Unit
PRODUCTION	Produce a prisoner at court
PROP CARDS	Details of a prisoner's possessions which are stored in Reception
PSO/I	Prison Service Order/Instruction
PSW	Peer Support Worker
PV	Prison Visitor
QUANTUM	Prison intranet
QIG	Quality Improvement Group

REGIME MONITRING	The systematic collection of information describing the extent of regime activity in a prison
ROTL	Release on temporary licence
RUB DOWN	A light body search
RULE 45s	Prisoners removed from association with other prisoners under prison rule 45. Mainly VPs, but can be prisoners segregated under GOOD
SCREW	Prisoners' word for prison officer
SNOUT	Tobacco
SPAR	Staff planning and reporting system for recording prison officer hours
SPDR	Staff performance and development record
SPICE	Synthetic cannabinoid
SPIN	Cell search
STITCHED UP	Framed
TAGGING	See HDC
THROUGH CARE	Prison and probation services work on the social and welfare needs of prisoners
TOIL	Time off in lieu
TX	Transfer
YOI	Young Offenders Institution. For prisoners aged 18-21
VISITS	Area in which prisoners can meet with their visitors
VO	Visiting order
VP	Vulnerable prisoner
VDT	Voluntary drug testing
WING	part of the prison containing cell accommodation
ZOOT/SPLIFF/JOINT	Cannabis cigarette

HEALTH AND SAFETY

Name of Health and Safety Advisor in
your establishment

.....

Name of Fire Safety Advisor

.....

You should be told about fire and alarm drill procedures in the first week of induction. In addition, all fire procedures should be displayed in every building.

You should be shown a Risk Assessment form for the library accommodation and given advice on how to complete this. Ask how the annual health and safety audit is done for the library accommodation.

These are some key questions to ask:

Where is the establishment's accident book kept?

What is the Health Care Centre's advice on hepatitis injections?

Does the library have a list of the establishment's first aiders?

Who is on the Care Team and how are they contacted?

Every establishment has a Care Team. The team consists of members of staff of all ranks and grades, uniform staff and civilians. The team's aims are to provide staff with post incident care, and provide a friendly ear for anyone who needs to talk. In some prisons, the Care Team will provide support for staff on long term sick leave. If you have been involved in an incident – even if you feel that it has not affected you – it does help a great deal to talk it through. It is wise to unload any anxieties you may have with a Care Team member rather than take it home to your family and friends. The work of the Care Team is strictly confidential.

PROFESSIONAL CONDUCT

Professionalism implies an acceptance by all staff of responsibility to other staff and prisoners. Working within an organization and alongside staff who may have different backgrounds and priorities can be a difficult and challenging experience. In a prison, ensuring that prisoners do not escape and that they conform to the prison rules is one of the fundamental principles. Security and prison procedures are needed to achieve these objectives. You should ask to see the booklet on Conduct and Discipline in the Prison Service. Your library provider may also have its own code of conduct. CILIP has a Code of Professional Practice for Library and Information Professionals.

For prison library staff there are two aspects to professional conduct: first, ensuring you comply in your dress and behaviour with the requirements of the prison as well as the professional standards expected by your employer. Secondly, you need to maintain an acceptable standard of behaviour and ensure the safety of staff and prisoners in the library. To do this, you will need to know what sanctions and procedures you should be aware of and may need to employ.

To ensure your dress and behaviour comply with your prison's requirements check the following:

- Security awareness training – there may be a training course you can attend. If not, speak to a colleague who has worked in the prison for some time for advice such as what information you should not divulge to prisoners (personal details, addresses, car type, name of other members of your family etc.)
- There may be a local prison policy on 'Standards of Dress and Appearance' or similar which applies to both uniform and contract staff. There may, for example be items that the policy says you should not wear, such as flip flops or sleeveless tops.

The Official Secrets Act: signing this is one of the first things you will do when you start work in a prison, and once you have signed this, you have signed it for life. People will always be interested in your job and will frequently ask you questions – remember to think before you answer. Don't talk about your work in public places other than in very general terms and don't give out any details about specific prisoners. You may also get approaches from the press, particularly if your establishment is holding a high-profile prisoner. Don't agree to interviews or give out any information without the permission of the prison's press liaison officer.

Social Media: If you use social networking sites you should always be careful about what information you place on them, not just in terms of personal information, but also in terms of details about the prison and the regime. And of course, don't mention any prisoner details! Depending on your establishment and

their attitude towards use of such media you could be made liable for disciplinary action. If in doubt, err on the side of caution and don't mention anything.

Exclusion: If a member of staff has committed a breach of security, the Governor has the right to exclude that person from the prison. In the case of staff not directly employed by the prison, the Governor must inform the person's employer straight away. Full details of the exclusion process can be found in PSI 24/2013.

PRISONER BEHAVIOUR IN THE LIBRARY

Part of your role will be to work with colleagues to ensure an acceptable standard of behaviour while prisoners are using the library. If the behaviour falls below acceptable standards, there are a number of alternative sanctions:

- To give positive or minor negative comments on prisoner behaviour, use the PNOMIS system. You can add case notes to a prisoner's record which will become part of his/her file.
- For negative behaviour, you can place a prisoner on report using form DIS1. This is a one-page form on which you give details of the alleged offence. Some prisons submit the information using NOMIS.
- You may also need to complete a Mercury Intelligence Report online. This can be used where a prisoner has displayed aggressive or threatening behaviour or where an issue has arisen that has a security implication – for example, if library stock or equipment has been stolen. It can also be used if you overhear intelligence from prisoners in which the Security Department might be interested.
- For damage or loss of library property you may use a library fines system instead of the report system.

Prisoner complaints about the library

If a prisoner wants to make a request to or minor complaint about the library, he/she can use an application form. There is space at the bottom of the form for you to reply to the prisoner. For a more formal complaint, the prisoner can use Form Comp 1, which is investigated by a Governor and must be addressed within strict timescales. It is rare, however for a prisoner to use this with regard to library provision and you are more likely to receive an 'App.' If the prisoner does make a formal complaint and is not satisfied with the answer, he/she can appeal using Form Comp 2 which is considered by the Regional Custody Manager.

Prisons and Probation Ombudsman

The Ombudsman considers complaints about any aspect of a prisoner's treatment, independent of the Prison Service. He/she will decide whether the complaint is justified and, if it is, will make recommendations to the Justice Secretary of Director General of the Prison Service for the matter to be put right.

THE PRISON SERVICE INSTRUCTION SYSTEM

There is an explanation of the Prison Service Instruction System in PSI 29/2012 and all staff are required to be familiar with chapter 2 of this instruction. This chapter explains the status of Prison Service Orders (PSO), many of which are still in force although they are being superseded by Prison Service Instructions (PSI).

PSIs and PSOs

To see PSIs and PSOs you can log into PNOMIS, select the **Policies and Resources** tab on the home page and you will then see a link to the PSO and PSI pages. You can search for specific PSOs or PSIs at this point or there is a link to expand the numerical list at the top of each page.

The library has a duty to make these documents available to prisoners but there are some which are restricted. This is stated on the numerical list and usually on the front cover. If in any doubt, check with Security before giving a prisoner access to the document.

Notices to Staff

Notices to staff are sent out by the Governor's office either as hard copies, or, increasingly, they are on your intranet home page. They cover many aspects of regime and personnel. Often, they will duplicate **Notices to Prisoners** where information applies to both staff and prisoners. They are an essential method of communication around the prison.

Security Bulletins

Some prisons produce security bulletins and often give information about a prisoner that staff need to be aware of – for example "must not be alone with female staff." These must not be printed.

SERVICE LEVEL AGREEMENT

This document is a written agreement between the establishment and the library provider. It should be a dynamic document, continually reviewed and adjusted.

A good service level agreement will enable newly appointed library staff to understand who is responsible for what, how the service is to be delivered and the resources which are to be invested in the library. Many include establishment profiles which provide useful information on courses run by the education department, the nature of prisoners' employment and an assessment of the average population including ethnic origin.

If the team responsible for putting the agreement together thinks carefully about every aspect of the library and forthcoming changes in the establishment which may affect it, misunderstandings, communication breakdowns and operational problems are overcome before they arise. If the library staff have any difficulties, such as access to the library, reference to the written statement of intent often helps to rectify the situation. Similarly, the establishment has a full understanding of the nature of the service it may expect from the library. Library staff may use the service level agreement to ensure that the library provider does not alter operations without thinking of the consequences to the prison service.

It may be useful to look at another establishment's service level agreement when revising your own.

There is a template for a service level agreement in the library specification which is in PSI 02/2015.

INSPECTIONS AND AUDITS

All prisons, young offenders' institutions and immigration removal centres are regularly inspected by Her Majesty's Inspectorate of Prisons for England and Wales. This is an independent inspectorate which reports on conditions for and treatment of those in prisons, YOIs and IRCs. The Chief Inspector reports directly to the Justice Secretary and Ministers.

Prisons are inspected at least once every five years although most establishments are inspected every two to three years. The majority of inspections are unannounced, and the inspectors will undertake in depth analysis of the four "healthy prison" areas: safety, respect, purposeful activity and resettlement. They will also follow up any recommendations from previous inspections. Some inspections are announced, and the prison will be informed in advance. An inspection will normally span two weeks and the inspectors will collect information from many sources – people who work in the prison, prisoners, visitors and any other relevant parties. A report is published within 18 weeks of the inspection and the prison will be required to draw up an action plan based on the findings of the inspection. Inspectorate reports are public documents and can be found on the Justice website: www.justice.gov.uk

The criteria for prison inspections are detailed in the Inspectorate's Expectations document, which can be found on the Inspectorates website: <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/>

The expectations for the prison library state:

"Prisoners benefit from access to a suitable library, library materials and additional learning resources that meet their needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can visit the library at least once a week.*
- *The library provides an opportunity for both learning and social interaction in an informal, relaxed setting.*
- *The quantity and quality of library materials is sufficient to meet the needs of the prison population.*
- *Prisoners can easily access documents relating to their management, rights and entitlements.*
- *The library promotes healthy living, for example by supplying books recommended by the health team.*
- *The library promotes literacy effectively and encourages social engagement."*

Education, skills and work activities in prisons are inspected by OFSTED. OFSTED inspectors will attend the prison during the HMI inspection and will report their findings to the HMI inspectors. OFSTED inspectors no longer report on the library but will contribute their findings to the HMI inspectors on qualification achievements and learning experienced by prisoners in the library. Full details of the OFSTED inspection criteria can be found in:

<https://www.gov.uk/government/publications/handbook-for-the-inspection-of-learning-and-skills-training-for-young-adults-and-adults-in-custody>

Preparing for Inspection

Inspections are a very tense time in any prison, and it is advisable to be well prepared for them.

Take some time to familiarise yourself with the expectations document and think about ways in which you can demonstrate that the library meets the criteria.

It is good practice to have a file of evidence relating to the library. This should be a live document, not just something prepared when an inspection is due. It should include things like the current library development/action plan, your service level agreement, your stock plan, the results of any surveys undertaken, statistical information as well as a brief report on how you meet the inspection criteria. You can also include in this folder details of any library initiatives you have done – things like reading groups and participation in national or local library activities. By collecting all this evidence and keeping it current, you will be able to demonstrate to the inspectors that your library provides a comprehensive service relevant to the needs of the prisoners.

AUDITS

Other prison departments such as Chaplaincy and Security receive regular audits outside the inspection process. This may sometimes involve the library. For example, a Chaplaincy auditor may ask how the library stock supports the work of the Chaplaincy. A Security auditor may want to look at how you store and account for your tools.

MANAGEMENT OF EQUALITY

National Level

Overall responsibility for the management of equality rests with Her Majesty's Prison and Probation Service (HMPPS).

HMPPS Equality Objectives state:

"Her Majesty's Prison and Probation Service is committed to treating all people fairly. We treat our staff with respect and offer equal opportunities to everyone we work with. We insist on respectful and polite behaviour from staff, those in our care and others who we work with. We recognise that discrimination, harassment and bullying can still happen, and we take quick and appropriate action whenever we find them."

HMPPS publishes two equalities reports each year, one on staff and one on people in HMPPS' care. These reports show the work done by the organisation to meet equalities objectives. Further information can be found at:

<https://www.gov.uk/government/organisations/her-majestys-prison-and-probation-service/about/equality-and-diversity>

Regional Level

The Deputy Director of Custody for each region oversees the management of equality by Governors and senior management teams in establishments, receiving quarterly reports on progress on the Annual Equalities Action Plan. They use this, together with key performance target and quarterly questionnaire data to hold Governors to account for their performance in this area.

Establishment Level

Implementing the Service's equality policies is an integral part of the day-to-day responsibilities of staff at all levels. All staff working in the Prison Service are bound by the general and specific duties under the Equalities Act 2010 and PSI 20/2016.

3.1 Governors must provide active personal leadership and set a clear and positive example. A functional head with lead responsibility for co-ordinating work on equalities issues must be identified. All managers must take personal responsibility for equalities issues in their areas.

- 3.4 *Governors must ensure that management information on equalities issues in service delivery is analysed and that an annual local equality action plan is produced and published. Responsibility for actions on the plan must be clear and managers and staff must be held to account for progress through relevant management checks. Progress must be tracked, and an update report must be submitted regularly (at a frequency to be determined by the Governor based on an assessment of risk) for discussion by the senior management team, copied to the Deputy Director of Custody, and published.*
- 3.5 *Governors must ensure that prisoners and other stakeholders, particularly those from minority groups, are consulted and involved appropriately in the management of equalities issues.*

To do this the Governor has to establish a sub-group of SMT, known as the Equalities Committee (EC), to manage the establishment's Annual Equalities Action Plan (AEAP). The Equalities Committee should meet regularly and report to the SMT at least quarterly. Many establishments invite the library staff to join this committee.

Procedures for the reporting of discrimination incidents

All incidents of discrimination, harassment and victimisation must now be reported using the Discrimination Incident Reporting Form (DIRF). This form is available on the Intranet and the local Diversity website. The forms must be made freely available to prisoners in all areas including the library.

The new procedures are designed around the "Protected Characteristics" created by the Equalities Act. These are:

Age

Disability

Gender reassignment

Marriage and Civil Partnership

Pregnancy and maternity

Race

Religion and belief

Gender

Sexual orientation

If you feel that you have been the victim of discrimination or have witnessed an act of discrimination you must report it using the Discrimination Report Form. You should indicate what type of discrimination you believe has taken place using the tick boxes, and outline what happened in the space provided.

This does not mean that staff do not have a responsibility to respond appropriately at the time – many incidents can be resolved by prompt staff action, for instance by challenging inappropriate behaviour, and where this is achieved, the outcome should still be reported.

All other appropriate systems, such as adjudications and security information reporting must also be used where possible.

WORKING WITH THE OFFENDER MANAGEMENT UNIT (OMU)

The Offender Management Unit in most establishments is made up of seconded Probation staff, HMPS uniformed staff (all working as Offender Supervisors) and a team of Case Administrators. Each prisoner is allocated their individual Offender Supervisor and Case Administrator on reception so that they have the names of the people they should contact with any queries whilst they are inside. The OMU is responsible for the management of the sentence from reception to transfer or discharge, covering all stages of progress (HDC, ROTL, parole etc.) as well as the detail of things such as sentence calculation and discharge.

The role of the Offender Supervisor is to motivate the prisoner to work on the objectives contained in their sentence plan. They will also maintain communication between the prisoner and the home Offender Manager (used to be the home Probation Officer). The OS will broker the different elements of the sentence plan by making referrals to any available interventions – for example – group work.

The Case Administrator will manage all administrative elements of the sentence and arrange Sentence Planning meetings.

The OMU is also now generally responsible for all prisoner transfers.

OASys (Offender Assessment System) is the document used to assess the risk of reconviction, the potential risk of harm and the criminogenic needs for each individual prisoner. It applies to all prisoners with a sentence of twelve months or more. This is completed by either the prison-based Offender Supervisor or the home-based Offender Manager. The assessment, once completed, leads naturally to the final section of the OASys, the Sentence Plan. This plan contains details of what the prisoner should seek to achieve whilst in custody and on release. The whole document is shared by the Prison Service and Probation who will supervise the offender on his or her release on licence.

A Custody Action Plan (CAP) may be applied to prisoners serving less than twelve months, but there is no national instruction to implement these documents.

Why is this important to library staff?

When you run courses or work with individuals your observations should be recorded on NOMIS to help give a rounder picture of the prisoner.

You might need information from the OMU or OASys to inform decisions about who you might accept onto a group such as Storybook Dads – i.e. are there any child protection issues?

If prisoners don't arrive for your courses or sessions the OMU staff need to know so that they can motivate them and/or find out what barriers there may be to their attendance.

If you are employing prisoners as orderlies you will need information from the OMU about how long they might be with you, whether they are on any transfer lists and if the job is appropriate to their sentence plan.

COMMUNICATIONS, INFORMATION AND ICT

Communications

The Offender Management (OM) Act of 2007 made it an offence to transmit an official sensitive document outside the prison without authority. This includes via email and other media as well as paper documents. As all prisoner information, e.g. name, prison number, date of birth, is restricted this means that you must be careful when sending out documents or communications containing any of these details. In all cases you must get authorisation to send such details out and if you need to include prisoner details in any communication (letter or email) this must first go via the correct channels. There is usually a department where this correspondence must be sent, but the name of the department will differ from one establishment to another.

Always consider whether it necessary to include prisoner details before sending any data out of the prison. In the instance of sending data out on a regular basis, such as Storybook Dads recordings, it is a good idea to get written confirmation from the Security Manager that you have permission to do so.

Social Media

If you use social networking sites, think carefully about the amount of personal information you post. Never post anything about the prison, the prison regime or details of prisoners. Doing this could make you liable to disciplinary action by the prison. If in doubt, don't post!

Information and computer technology

The OM Act also made it an offence to bring any prohibited technology into a prison. Those listed in the Act are: cameras, mobile telephones and sound recording devices. As it is also an offence to transmit any documents and images, in practice, this means that you can't take in any device which can store such data either: ipods or other mp3 players, eBook readers and, of course, any type of computer, tablet, memory stick/card or hard drive are all prohibited. If you need to use equipment such as those mentioned above, you will need to get clearance to bring it to the prison or you will have to use equipment owned by the prison for which clearance has already been given.

PrLG Communications

The Prison Libraries Group sends out regular update emails to our members and we have a dedicated section of the CILIP website where you can keep track of our activities. You can contact or follow the group via the website: www.cilip.org.uk/prlg

Contact the group via email: info.prlg@cilip.org.uk

Or follow on Twitter @prisonlibraries

You can also connect with other CILIP members via Social Link on the CILIP

website. Social Link is a private network for CILIP members where you can share ideas and best practice with like-minded members. You will find a guide to using social link on the CILIP website: www.cilip.org.uk

Resource Bank

There is a resource bank on PrLG website which contains ideas and examples of good practice. This is a new project and items are often added.

Prisons Jiscmail

Prisons Jiscmail is a free online list for information sharing within the prison library community. You can post queries, join in discussions or simply use it as a way of keeping up to date with what is going on. To join go to: <https://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=PRISONS>

Local Information

Some prisons have a staff information room. You will be able to find the latest staff instructions, useful publications and information about courses there.

Many establishments issue a weekly bulletin. You may need to ask to be put onto the distribution list for this.

GOVERNOR'S ADJUDICATIONS

THE PURPOSE OF GOVERNOR'S ADJUDICATIONS

1. The purpose of a Governor's Adjudication is to investigate the facts surrounding an incident or breach of prison rules and to take action where appropriate.
2. To carry out this investigation the Governor requires, in full, all the relevant information surrounding the incident and the reasons for someone being placed on report.
3. The Governor will refer serious charges for police enquiries (the IMB no longer has a role in adjudications).
4. The Governor will normally inquire into all reports within 24 hours. In any case reports must be heard within 48 hours.

RAISING A GOVERNOR'S REPORT – CHECKLIST

1. Does the incident warrant a Governor's report? (If in doubt, speak to uniform staff, they will advise).
2. Complete DSI Notice of Report.
 - Complete neatly and legibly including time, date and place
 - Ensure accuracy of all details
 - Seek advice of Separation and Care Adjudication Liaison Officers
 - Give full written statement of offence
3. If violence or injury to the prisoner has occurred (e.g. fight, assault) complete 213 – Injury Report – and submit to the Health Care Centre.
4. If any physical evidence is available ensure that it is secured (sealed bag) or clearly marked.
5. Take prisoner's report to the Separation and Care Unit's Adjudication Liaison Officers.
6. REMEMBER – ensure accuracy, pay attention to detail, seek advice.

POINTS TO CONSIDER

1. Evidence needs to be clear, concise and accurate. Your evidence has to be of a standard appropriate for a court of law.
2. The prisoner has the right to question your evidence through the Governor. He/she also has the right to receive copies of all statements and documentation.
3. The prisoner has the right to make a statement about the alleged offence

and request to call witnesses.

4. The Governor will make a record of all evidence, questions and responses during the proceeding on DIS3 'Record of Adjudication Hearing.'
5. The prisoner has the right to request legal representation or assistance to put his/her side of the case
6. If found guilty the prisoner has the right to make a statement of mitigation.
7. If found guilty, a brief factual account of the prisoner's behavior during his/her present custody, supplied by a member of his wing staff, will be read out.
8. If found guilty, the Separation and Care Unit Officer will update the Governor on previous disciplinary charges and outstanding/suspended awards.
9. 'Notice of Report' outlines the procedure and what will happen when the charge is heard. All prisoners on Governor's report receive a copy of DIS1. Copies are available for staff in the Segregation Unit.
10. If you are not available for the hearing your evidence may be read out in your absence or the Governor may decide to remand the hearing until you are present.

HM PRISON AND PROBATION SERVICE

Responsibility for the running of prison establishments rests with Her Majesty's Prison and Probation Service (HMPPS).

HMPPS is an executive agency, sponsored by the Ministry of Justice. It is responsible for carrying out sentences given by the courts in custody and in the community. It is also responsible for the rehabilitation of people in its care through education and employment.

HMPPS – what we do

Her Majesty's Prison and Probation Service (HMPPS) is here to prevent victims by changing lives.

We work with our partners to carry out the sentences given by the courts, either in custody or the community.

We reduce reoffending by rehabilitating the people in our care through education and employment. The agency is made up of Her Majesty's Prison Service, the National Probation Service and a headquarters focussed on creating tools and learning.

HMPPS – responsibilities

Within England and Wales, we are responsible for:

- running prison and probation services
- rehabilitation services for people in our care leaving prison
- making sure support is available to stop people reoffending
- contract managing private sector prisons and services such as:
 - the prisoner escort service
 - electronic tagging

Through HM Prison Service: we manage public sector prisons and the contract for private prisons in England and Wales.

Through the National Probation Service: we oversee probation delivery in England and Wales including through community rehabilitation companies.

HMPPS – priorities

We will deliver the government's vision and investment to make prisons places of safety and reform, and to continue to transform our work in the community.

We will provide safe and supportive environments, where people work through the reasons that caused them to offend and prepare for a more positive future.

HMPPS – how we work

We work with many agencies, organisations and partners to provide our services including charities and social enterprises.

We also work with independent inspectors, local councils, youth offending teams, courts, police and other enforcement agencies to meet our responsibilities and support the justice system.

<https://www.gov.uk/government/organisations/her-majestys-prison-and-probation-service/about>

HM PRISON SERVICE

HM Prison Service is an executive agency sponsored by Her Majesty's Prison and Probation Service. It is responsible for keeping those sentenced to prison in custody and helping them to lead law-abiding and useful lives both while they are in prison and after release.

HM Prison Service – what we do

We keep those sentenced to prison in custody, helping them lead law-abiding and useful lives, both while they are in prison and after they are released.

We work with courts, police and local councils, as well as voluntary organisations, to do this.

We run 109 of the 123 prisons in England and Wales.

HM Prison Service – responsibilities

Within England and Wales, we're responsible for:

- managing prison and probation services
- supporting effective offender management

<https://www.gov.uk/government/organisations/hm-prison-service>

SOME SENSITIVE ISSUES

Working in a prison library, you are likely to come across a range of issues that you may not have had to deal with before. Here are a few:

Sensitive material

Some people believe that prisoners should not have access to certain types of mainstream publications, such as crime fiction, in the belief that it may encourage criminal behavior. However, it is not part of the prison library's role to make moral judgements on what prisoners should be reading. CILIP's statement on Intellectual Freedom, Access to Knowledge and Censorship says:

"Access should not be restricted on any grounds except that of the law. If publicly available material has not incurred legal penalties then it should not be excluded on moral, political, religious, racial or gender grounds, to satisfy the demands of sectional interest. The legal basis of any restriction on access should always be stated."

We must not, however, lose sight of the fact that we work in secure conditions and that security issues are paramount. This means that there will be occasions when books are considered to be inappropriate for use in a prison library. For example, certain of the SAS type survival manuals that were popular a few years ago contain very detailed instructions on how to escape from captivity. These, obviously, would not be appropriate for prison library stock.

Another area in which prison library staff must be cautious is when dealing with books written by or about serving prisoners. Technically, prisoners are not allowed to write about their crimes and profit from them whilst they are serving a sentence. However, some prisoners get round this by employing ghost writers. High profile prisoners will often have books written about them by third parties. These books may contain references to other serving prisoners or to prison staff. They are, of course, hugely popular and will inevitably be requested. If you have any doubt about the suitability or otherwise of such material, seek advice from prison staff.

There is also a danger in prisons of over-emphasising the effect that reading can have on an individual, and this has led, in some cases, to library staff being asked to remove certain types of fiction or certain authors from library shelves. Prisoners are exposed to a variety of media – newspapers, magazines, television, radio – the content of which is not controlled by the prison. Why, therefore, should their recreational reading be controlled?

For library staff working in YOIs, particularly those that have juveniles, much greater consideration has to be taken concerning the suitability of stock and its appropriateness for the age group. If you are not skilled in provision for younger age groups, there should be colleagues in your local authority/library provider who can provide advice.

Restricted material

Governors may restrict an individual's access to certain materials on a case by case basis in accordance with the Public Protection Manual. The circumstances in which access to material can be restricted is outlined in PSI 02/2015. There should also be a clear process outlined in your service level agreement. Library staff must comply with any such decision. The decision to restrict an individual's access to certain material can only be made by prison management, and not by library staff.

If you are asked to remove material from the library, you must do so if it is a direct order from the Governor. If you feel that it is wrong to do so, once you have removed the stock, consider the following:

- Ask for the reasoning behind the decision to be provided to you in writing
- Don't be afraid to disagree, and communicate your reasons for disagreement
- Report the matter to your library provider manager
- Let your users know that it was a management decision to remove the stock, not one taken by the library. As library staff we have a professional responsibility to ensure that our users have intellectual freedom, so it is important that the library is not seen to be restricting this.

You may find the Prison Libraries Group Stock Policy Framework and Statement useful. It is available on the PrLG website.

Extremism and radicalisation

Protecting the public is a key role of the prison service. Appropriate action is taken to prevent prisoners from engaging in criminal activity within prison. Staff monitor prisoners for criminal or dangerous behaviour, for example looking for suspicious associations, gang membership, bullying or racism. They also look out for extremists who might be looking to use their time in prison to plan criminal acts or influence vulnerable or suggestible fellow prisoners at times of crisis in their lives. Extremist views are not, of course, in themselves going to lead to violence but may be a warning sign to be alert to.

What is extremism and radicalisation?

Radicalisation – The process by which a person comes to support terrorism and forms of extremism leading to terrorism

Extremism - Extremism is the vocal or active opposition to our fundamental values, including democracy, the rule of law, individual liberty and the mutual respect and tolerance of different faiths or beliefs. We also regard calls for the death of members of our armed forces as extremist.

Extremist prisoners – prisoners allied to a group that spreads radical views and justifies the use of violence/illegal conduct in pursuit of its objectives.

Groups currently categorised as extremist include:

Dissident Irish Republicans – members of republican groups that reject the Belfast Agreement and political engagement with the British or Irish Governments on any subject other than a “united Ireland” and seek to continue a terrorist campaign against British interests.

Ulster Loyalists – Loyalist paramilitarism is the violent manifestation of opposition to a “united Ireland” or the perceived undue influence of the Republic of Ireland in the affairs of Northern Ireland.

Animal Rights Extremists – are those who plan or engage in any unlawful act with the intent to disrupt lawful business, intimidate or harass, motivated by opposition to the perceived exploitation of animals.

Anarchists – act towards the destruction of statehood. Most self-proclaimed anarchists are not anarchists in the true sense of the word. Anarchist activists tend towards the overthrow of parliamentary democracy or the global economy by political, industrial or violent means. This could include politically inspired terrorism.

Far Right-Wing Activists – commit criminal activity motivated by a political or cultural viewpoint which includes any or all of the following: extreme nationalism, racialism and neo-Nazism.

(Islamist) ISIS/Daesh & Al Qaeda Inspired Extremists– seek to justify their violence by literal, distorted and unrepresentative interpretation of Islamic texts to advocate and justify terrorism/illegal conduct to try and achieve fundamental change in society. This is wholly different to the proper expression of Islamic faith and worship.

The government judges the threat to the UK currently to be from ISIS/Daesh. This must not be confused with the Islamic faith.

Islam is one of the major world religions. It is based on the Unity/Oneness of God and tolerance to all mankind. It is one of the three great Monotheistic Religions. The others are Judaism and Christianity.

Islam means ‘Peace’ and complete submission to the will of God. A Muslim is ‘one who spreads peace.’

There is no suggestion that legitimate expressions of faith are in anyway indicative of radicalisation or extremism. The prison service respects all faiths and continue to facilitate a variety of faiths practised in prisons. Faith can play a positive role in the lives and rehabilitation of prisoners. Muslim chaplains are the source of specific advice on Islam within prisons.

Sources of Further Information:-

- The Security Department
- The Chaplaincy
- A member of the SMT
- The Prevent Lead
- Equalities Department

Requests for user information

Prison libraries are increasingly being asked to provide information about the reading choices of certain prisoners. If this is an official request in writing from the police relating to the investigation of a crime, library staff have a duty to comply with this request. The process for dealing with requests made under the

Freedom of Information Act should be discussed between the library provider and prison management and clearly outlined in the Service Level Agreement. More informal enquiries or “fishing expeditions” from the authorities and other professionals may call for careful consideration.

Dealing with donations

People frequently want to donate books to the prison library. Whilst most of these offers are made with the best of intentions, and some donations may be very useful, the reality is that, quite often, the donated books are unsuitable both in terms of content and physical condition. This causes library staff a lot of unnecessary work in disposing of them.

Your library provider may have a policy for dealing with donations. If it does, you can use this in the prison library. If not, you may need to develop your own policy. If you do put your own policy in place, you might like to think about including the following:

- The prison library staff will apply the same selection criteria to donated materials as we do to those we buy
- The prison library reserves the right to reject and dispose of any donated materials. We are unable to inform donors of the usage patterns of items added to stock
- Items that are dirty, printed on poor quality paper or affected by damp or mildew will not be accepted
- Technical and scientific books and encyclopedias more than three years old will not be accepted
- Unsolicited donations will not be accepted at the prison gate

Religious organisations often wish to make donations to the prison library. It is often best to refer them to the prison chaplaincy. If they are persistent, it is worth pointing out that the prison library has a duty to provide a balanced stock that represents all faiths, and to accept a large donation of books relating to a particular faith would upset that balance.

For more information see the Prison Libraries Group Stock Policy Framework and Statement which is available on the PrLG website.

You may find that none of the issues mentioned above come up in the course of your work, but it is as well to be prepared, so that you can feel more confident to deal with them should they arise.

READER DEVELOPMENT

Reading is one of the few activities in a prison where prisoners can exercise freedom of choice. It offers a great escape from stress, and provides a sense of privacy, which, for the most part, is denied to people in prison.

However, for many men and women in prison reading as a leisure activity is a new experience. Many are not familiar with libraries and how to use them. When they come to the library for the first time they enter an unfamiliar landscape and simply do not know where to start. Many rely on copying the reading habits of their peers or revert to books they remember reading or having read to them at school. The challenge for prison library staff is to inspire and encourage library users to widen their reading experience and have the confidence to try new things.

Reader development seeks to reach the people who don't think reading is for them, those who lack the skills to find reading enjoyable and readers who may be limiting their enjoyment of reading through lack of confidence.

Reader development does not have to be about large-scale projects. You can make a real impact by making some small changes in your library. Here are a few ideas you might like to try:

- Take a walk round your library and try to view it through the eyes of a new user. Are things easy to find? Does the stock look attractive?
- Look for opportunities to display stock face on. Readers will often be attracted by the cover or a book and will try something new. Face on display is very valuable and it's worth making room for it.
- If you can't find any shelf space for face on display, a few books laid face up on a table will often go quite well.
- Try to find a bit of space for a readers' noticeboard, where library users can post reviews or comments about books.
- Remember that less is often more. A library crammed with spine on books is much less attractive to the reader than one with fewer books where some are displayed face on.
- Author visits are very popular, and a lot of writers are very willing to do events in prisons. You can usually find contact details for the writers' publicist on the writers' website. If your library service is provided by the local library authority, they may have an ongoing events programme, so it is worth making sure that the prison library is included in this.
- Start a reading group in the library. A reading group can become the focus of reading in the prison and its members can act as ambassadors for reading.

Be prepared to try things. Not all reader development initiatives will work in every prison, but you may be surprised at what works in yours! You can find information

about reader development initiatives in the resource bank on the Prison Libraries Group website.

Some library authorities have a senior member of staff who is responsible for reader development in the authority. If your prison library service is provided by the local authority, find out who this is and talk to them to ensure that the prison library is included in any reader development activities. If your library service is not provided by a local authority, it would be worth you making links with the local library service to explore the possibility of shared initiatives.

There are several national projects that focus on prison libraries or that work particularly well in prisons. Here are some examples:

Reading Ahead – www.readingahead.org.uk

This is an annual reading project aimed at emergent readers. It is simple to administer and works well in prisons.

Shannon Trust Reading Plan – www.shannontrust.org.uk

This is a peer mentoring project where prisoners act as mentors to other prisoners who are learning to read.

Storybook Dads/Mums – www.storybookdads.co.uk

This is a project that allows parents in prison to record bedtime stories for their children

LIBRARY PROMOTION

It is important that the prison library service is promoted to prisoners, to other departments and agencies within the prison, to prison staff and to colleagues in your library provider's organisation. Prisoners and prison staff are often unfamiliar with using libraries and unaware of the range of materials and services that a library can offer. Good promotion can raise the profile of the library and will ensure that the library service is included in major initiatives within the prison. It also enables the library to link with activities throughout the establishment.

Consider the following:

Try to ensure that the library is part of the prison's induction programme and that all prisoners get a visit to the library during their induction. If this is not possible, prepare a simple handout and ask another department to give it to prisoners on the library's behalf.

Ask the Training Officer if the library can be included in the induction programme for new officers and staff.

Find out who does what in the prison and make contact with relevant staff - don't wait for them to come to you! Make sure that you get included in relevant meetings and groups.

Display posters around the prison – target both prisoners and staff.

Produce a simple introductory leaflet, and place copies in the library and in areas where prisoners congregate. (Remember that many prisoners will be unfamiliar with the terms that we take for granted in libraries, so try to keep jargon to a minimum).

Link in as far as possible with events in your library provider's organisation. This helps to emphasise that the prison library is part of the wider library community. You can also take part in appropriate regional and national library initiatives.

Talk to your colleagues in your library provider's organisation about the prison library. Many will never have the opportunity to visit your service and may have preconceived ideas about the prison library. Make sure that the prison library is included in relevant local initiatives.

Get the prison staff involved. Staff who are familiar with the library will be good ambassadors for it throughout the prison. You could start a lunchtime reading group for staff or hold some "Discover your Library" sessions.