

Entitlement	Compliance (please select)	Authority comments
1 Free to join, and open to all.	Fully met	Caerphilly County Borough Libraries are free to all residents, students, and those working in the Local Authority area.
2 Ensure friendly, knowledgeable and qualified staff are on hand to help.	Fully met	All the County Borough's Library staff are fully trained and supported with their ongoing professional development. The Borough Library Service operates a dedicated training budget to enable employees to attend appropriate regional and national training courses and information awareness events linked to their work. In 2018-19 94% of all Library undertook dementia awareness training as the Library Service developed an innovative Action Plan and was recognised as working toward Dementia Friend status by the Alzheimer Society in Wales. 6 sites have been identified as enhanced reception points and plans are in place to ensure full compliance with the Welsh Language Regulations by September 2018 whilst a number of staff have undertaken 'Welsh in the workplace' training. All staff have completed a number of complimentary courses some delivered on-line and others at a range of venues with a number relating to building manager training, manual handling update, and Fire Safety Awareness. The Library service supports staff development throughout a career path which includes: a Library and CCBC Induction Programme, Customer Service, ILM Level 3-5 in Management, Distance learning courses at Llandrillo and ILS Masters degree from Aberystwyth. The service supports employee attendance at a range of courses delivered by the Local Authority, regional Library partners, and MALD. Professional staff are supported and encouraged to revalidate their Chartership on an ongoing basis.
3 Provide access to a range of services, activities and resources to support lifelong learning, personal well-being and development, community participation, and culture & recreation.	Fully met	Caerphilly County Borough Library Service works closely with local delivery bodies and community groups to offer customers access to a wide range of events, activities, and supported lifelong learning schemes. During 2018-19 some 9,558 classes and activities took place in Libraries in support of learning and cultural enrichment an increase of 22% on the previous year with some 75,002 participants, or average attendance level of 8.7 persons per activity, an increase of 9% on the 2017-18 level.
4 Provide appropriate services, facilities and information resources for individuals and groups with special requirements.	Fully met	All libraries have desking that is DDA compliant for wheelchair users and a range of peripheral items to assist with different disability issues, including track ball mice and big-key keyboards. All PCs have adaptive software technology installed including screen readers and magnification. The Borough Library Service provides induction loops for hearing impaired users, library layouts that are planned to accommodate wheelchair use, internal Braille signage in 3 of the 4 largest libraries, external Braille signage at all locations. Additionally Caerphilly Libraries provide a 'Map for All' in Caerphilly giving a multi sensory map of service locations within the building. Dyslexic reading aids in the form of coloured overlays and coloured rulers are available for loan or for use at all libraries. The Library Service operates a Borough wide dedicated Housebound provision delivered by two full time staff and delivery vehicles. All 18 static Libraries offer residents access to specialist dementia resources including Pictures to share collections and Reading Agency sponsored 'Reading Well' resources. Each static Library provides carer's of residents with dementia access to a themed Memory bag of resources and aids. All service points participate in the Books on Prescription scheme for residents with mild to moderate mental health complaints while a number of sites host Audiology support groups for customers with a hearing impairment.

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5 Provide a safe, attractive and accessible physical space with suitable staffed opening hours.	Fully met	The authority provides 29m ² per 1,000 resident population of publicly accessible floor space. All the County Borough Library's 18 static locations are DDA accessible. Following significant investment in the Borough's Library buildings all locations are fit for purpose and a programme of managed maintenance and upgrade is undertaken in partnership with the Council's facilities team. Annually targeted premises are redecorated and/or further DDA enhanced to offer residents attractive and welcoming public buildings.
6 Lend books for free, and deliver free access to information, including online information resources available 24 hours a day.	Fully met	Books are available free of charge to lend to all residents. No child or person under 16 pay overdue fees for the late return of books and a range of other materials they may borrow from B4U partners. Additionally all 18 County Borough Libraries offer free access to Internet facilities and Wireless connectivity.
7 Provide free use of the Internet and computers, including Wi-Fi.	Fully met	All sites provide PC facilities free of charge for residents and visitors to access online resources and the internet. For the first time Caerphilly can report that free WiFi access is available across all 18 static service points. The County Borough provides customers with access to 250 Internet Terminals across the Local Authority network of sites.
8 Provide access to services, cultural activities and high quality resources in the Welsh language.		We remain committed to the purchase of Welsh language resources for adults, children and Welsh learners. We work with a number of partners to ensure our Welsh language stock is available in a number of formats - book, audiobook, CD Rom and eBooks. The majority of Library Staff have completed Introductory Welsh Language training in line with Welsh Government requirements. Loans of Welsh Language resources increased in 2018-19 to 15,182 an improvement of 32% on the total achieved in 2017-18.
9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	Fully met	Caerphilly County Borough Library Service fully participates in the regional Books4U scheme and national catalogue provision hosted on libraries.wales.org.
10 Work with a range of partners to promote and deliver services to new and diverse audiences, enabling more people to benefit from their services.	Fully met	Use of Twitter, Facebook and other Social Media platforms across all 18 static sites is encouraged among all front line staff. Funding is annually earmarked for marketing and promotional activities across the Borough network of Library sites and a number of high profile events during the year, such as the Summer reading challenge and reading together scheme, are coordinated with the Council's Communication team to have the maximum impact with customers and other stakeholders. It should be noted however that the funding available for targeted, event, based marketing has declined in recent years and the impact of resources available for such outreach is being prioritised on key age groups including children and young residents. The Library Services continues to offer broad appeal to customers and non customers alike as evidenced in the 2017 Council Household Survey with 96% of respondents very or fairly satisfied with Borough Library provision. A new Survey is
11 Regularly consult users to gather their views on the service and information about their changing needs.	Fully met	Caerphilly County Borough Library Service subscribes to the Institute of Public Finance's Public Library User Survey service and bi-annually conducts separate Adult and Child questionnaires. The Borough Library Service is included in the Local Authority's bi-annual Household Survey the next of which is scheduled for 2019.
12 Provide access to the library service's strategy, policies, objectives and vision, in print and online, in a range of languages appropriate for the community.	Fully met	Caerphilly County Borough Library Service provides residents with access to its 2018-2019 Strategic Plan online at https://www.caerphilly.gov.uk/My-Council/Strategies,-plans-and-policies/Libraries