

Customers and Communities	
<p>Core entitlements</p> <ul style="list-style-type: none"> • Ensure friendly, knowledgeable and qualified staff are on hand to help. • Stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources. • Provide access to a range of services and resources to support lifelong learning, personal well-being and development, and community participation. 	<p>Quality indicators</p> <ul style="list-style-type: none"> • Making a difference • Customer satisfaction • Support for individual development • User training
Access for all	
<p>Core entitlements</p> <ul style="list-style-type: none"> • Be open to all members of their communities. • Be free to join. • Provide a safe, attractive and accessible physical space with suitable opening hours. • Provide information resources for individuals and groups with special needs 	<p>Quality indicators</p> <ul style="list-style-type: none"> • Location of service points • Library use • User attendances at library events per 1,000 population
Learning for life	
<p>Core entitlements</p> <ul style="list-style-type: none"> • Lend books for free. • Deliver free access to information. • Provide free use of the Internet and computers, including Wi-Fi. • Deliver free use of online information resources 24 hours a day. • Provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication. • Share their catalogues, to enable a single search of all Welsh library resources. 	<p>Quality indicators</p> <ul style="list-style-type: none"> • Up-to-date reading material • Appropriate reading material • Online access • Use of ICT - % of available time used by the public • Supply of requests
Leadership and development	
<p>Core entitlements</p> <ul style="list-style-type: none"> • Promote libraries to attract more people to benefit from their services. • Regularly consult users to gather their views on the service and information about their changing needs. • Work in partnership to open up access to the resources of all Welsh libraries. • 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. • Provide a clear, timely and transparent complaints process if things go wrong 	<p>Quality indicators</p> <ul style="list-style-type: none"> • Staffing levels and qualifications • Operational expenditure • Cost per visit • Opening hours