

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