

Compliance with Core Entitlements

Caerphilly County Borough

Entitlement	Compliance (please select)	Authority comments (List any changes to previous year's return and additional commentary on of part/not met CE)
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	<p>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 which enables employees to attend identified and targeted local, regional, national training courses and information awareness events linked to their work. During March 2020, all library staff including library supply staff (100% staffing complement) were due to attend Tier 2 Safeguarding Awareness sessions which have subsequently been postponed due to the COVID-19 pandemic. 6 sites have been identified as enhanced reception points and the library service continues to ensure full compliance with the Welsh Language Regulations. The library service fully supports permanent and Supply Library staff who wish to complete the Equalities training of British Sign Language or Welsh language learning. 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. During January/ February and March 2020, library staff completed the SirsiDynix LMS training in readiness to the implementation of the All-Wales LMS product. 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 BA and Masters degrees from Aberystwyth University. 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. During May 2019, the library service ran the Adult CIPFA survey to residents. The percentage of adult customers who believe our customer care is 'very good' and 'good' remains at 99% (99% at 2017). During July 2018, the library service undertook the Children and Young Adult CIPFA survey to residents. The average rating out of ten awarded by users aged 7-16 for the library they use is 9.4 an increase of 0.1 from the May 2016 survey.</p>
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 bodies and community groups to offer customers access a wide range of events, activities, and supported lifelong learning schemes.

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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. Each static Library provides carers of residents with dementia access to a themed Memory bag of resources and aids and in 2019, all libraries were presented with a 'Dementia Friendly Award' certificate. All 18 libraries have individual collections of books for participation to the Wales Books on Prescription scheme, Reading Well and Reading Well for Mental Health schemes. A number of sites host Audiology support groups for customers with a hearing impairment and all sites participate in offering free sanitary products as part of the CCBC Period Dignity scheme. The library service also offers a variety of formats to customers such as large print, audiobooks and eDigital content.
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. The results of Adult CIPFA survey conducted during 2019 show that 99% of customers feel the 'library is safe, enjoyable and inclusive' and 98% find the service 'very good' or 'good'
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. The library pages on the CCBC website are clearly signposted and can be found at https://www.caerphilly.gov.uk/libraries and https://www.caerphilly.gov.uk/Services/Libraries?lang=cy-gb

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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. 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.	Fully met	We remain committed to the purchase of Welsh language resources for adults, children and Welsh learners. We work with a number of partners such as the Welsh language Reading Groups to ensure our Welsh language stock is available in a number of formats - book, audiobook, CD Rom and eDigitl. The majority of Library Staff have completed Introductory Welsh Language training in line with Welsh Government requirements.
9 Work in partnership to share catalogues and facilitate access to the resources of all Welsh libraries.	Fully met	The Caerphilly Library service catalogue contains enriched catalogue data which includes images and synopses of the stock. Caerphilly County Borough Library Service fully participates in the regional B4U 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. 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 mainly 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 responded very or fairly satisfied with Borough Library provision. It has been reported that the 2019 Corporate Household Survey scheduled to take place 2019 was delayed for a number of reasons which included COVID and a Corporate decision has not yet been made on whether the survey will be continued.
11 Regularly consult users to gather their views on the service and information about their changing needs.		Caerphilly County Borough Library Service subscribes to the Chartered Institute of Public Finance's: Public Library User Survey service and bi-annually conducts separate Adult and Children and Young Adult questionnaires. The most recent Adult Survey took place during May 2019 and the Children and Young Adult Survey is due to take place in October 2020 (subject to re-opening our buildings to the public due to COVID-19). The Borough Library Service is included in the Local Authority's bi-annual Household Survey. However it has been reported to me that the 2019 Corporate Household Survey scheduled to take place 2019 was delayed for a number of reasons which included COVID and a Corporate decision has not yet been made on whether the survey will be continued.

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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.

Caerphilly County Borough Library Service provides residents with access to its 2017-2020 Strategic Plan online at <https://www.caerphilly.gov.uk/My-Council/Strategies-plans-and-policies/Libraries>.