



# **Libraries, Museums and Archives Service**

## **Service Statement**

## Document Information

<b>Title</b>	Inverclyde Council Libraries , Museums and Archives Service
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<b>Description</b>	This document summarises the Services provided , commitments and contacts.

## Document History

<b>Version</b>	<b>Status</b>	<b>Date</b>	<b>Author</b>	<b>Changes from Previous Version</b>
1.0	Final	6 <sup>th</sup> Feb 2017	G McGovern	NA

## Overview of the Service

Inverclyde Libraries, Museums and Archives service seeks to make a significant contribution to the lives of the people of Inverclyde through the delivery of high quality cultural, learning, information and leisure services and opportunities. Services are provided through a network of seven branch libraries and the McLean Museum and Art Gallery. Our core functions are to:

- Promote literacy, learning and the love of reading, and contribute to local and national literacy strategies / initiatives.
- Provide access to a range of accurate, balanced and current information in all appropriate formats, offering guidance to users to enable them to gain maximum benefit from the resources.
- Provide access to digital skills and services, including e-Government, particularly to the digitally excluded.
- Collect, research and conserve museum collections which are held in trust for the people of Inverclyde.
- Exhibit, interpret and make these collections accessible to the general public for education, inspiration and enjoyment.
- Preserve archival material relating to past and present life in Inverclyde in secure storage, and to conserve, catalogue and present the material in accordance with best professional practice, in addition to making the archives accessible to researchers at all levels.

The Service offers a programme of activities and events that reflect the important role of libraries, museums and archives in the local community. These include:

- Events to encourage the experience of literature through author talks, reading groups storytelling and promoting the joy of books;
- Programmes to support family and community learning;
- Programmes to develop information literacy, ICT proficiency, and skills for work and life;
- Activities for parents and toddlers, children and young people;
- Programmes to encourage an interest in art;
- Programmes to nurture an interest in local history and archives.

## Service Objectives

- To create a safe space for all service users to read, discover, learn and enjoy.
- To promote healthy lifestyles and wellbeing through engagement with books, arts, heritage and culture.
- To support individuals and communities in achieving knowledge, confidence and skills for life.
- To take a nurturing approach to Inverclyde's heritage collections.
- To support the active citizen's information requirements.
- To respect the rights, preferences, and views of all of our service users and encourage responsibility for Inverclyde's heritage by participation in library, museum and archive programmes.
- To include all of the people of Inverclyde in the development of library, museum and archive services.

The focus of the Service is on offering everyone within Inverclyde the opportunity to read, discover and learn, thus creating a nurturing environment and helping to deliver the Council's corporate vision of Getting it Right for Every Child, Citizen and Community.

The service contributes strongly to the delivery of the Single Outcome Agreement and is particularly relevant to the following outcomes:

<b>SOA Outcome 2</b>	Communities are stronger, responsible and more able to identify, articulate and take action on their needs and aspirations to bring about an improvement in the quality of community life
<b>SOA Outcome 3</b>	The area's economic regeneration is secured, economic activity in Inverclyde is increased, and skills development enables both those in work and those furthest from the labour market to realise their full potential
<b>SOA Outcome 6</b>	A nurturing Inverclyde gives all our children and young people the best possible start in life
<b>SOA Outcome 8</b>	Our public services are high quality, continually improving, efficient and responsive to local people's needs.

A diagram showing how the Service contributes to *Getting it Right for Every Child, Citizen and Community* and how the Service will promote the development of the key wellbeing indicators that the Council wishes to 'get right' for all Inverclyde's citizens is contained at the end of this Service Statement.

### Customer Commitments

Inverclyde Libraries, Museums and Archives Service is committed to:

- Providing excellent customer service with welcoming, professional and helpful staff
- Providing a safe, accessible and inclusive environment
- Ensuring equality of access and treating everyone with dignity and respect
- Delivering lifelong learning through the provision of resources to educate, inspire and entertain
- Providing high quality information about all of our services and consulting our customers
- Striving continuously to improve our services to the people who live in, work in and visit Inverclyde.

### What You Can Expect From Us

Our Staff

- Our staff are welcoming, identifiable and trained to provide information, advice and assistance in a helpful and professional manner.
- You will receive courteous, prompt and reliable service
- We will communicate with you using plain, jargon-free language.

### Our Service

- Services are provided to all, irrespective of age, sex, cultural background, disability or sexual orientation.
- Services are appropriate to meet the needs of each community.
- Accurate up-to-date information about our services, opening hours, charges and management rules are available.
- We will give advance notice of any planned changes to service times or facilities where possible, and in the event of unplanned changes give an explanation as early as possible.
- Our buildings and equipment are safe, clean, tidy and well maintained.
- We will ensure that wherever possible, services and facilities are accessible for people with disabilities – but if this is not achievable within existing resources, that alternative service delivery is offered.
- We will ensure that statutory and regulatory requirements for the operations of buildings are met in respect of Health and Safety Regulations and the Equalities Act 2010 – and if any of these requirements cannot be met, that these are identified and appropriate action is taken.
- Your confidentiality is respected and meets requirements in respect of the Data Protection Act.
- We will consult with you on a regular basis so you can tell us what you want services to do for you.

### Our Performance

- We will tell you on a regular basis how well our services are performing, and take action where necessary.
- We will continuously review our procedures and improve or amend them in the light of customer feedback.

### When you contact us

- All enquiries are dealt with in a prompt and efficient manner and if we cannot find the information we will inform you.
- Comments and complaints are dealt with within five working days, according to Inverclyde Council's approved corporate procedure.

### How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality Libraries, Museums and Archives Service, you can help us by:

- Being fair and honest in your dealings with us
- Treating our employees with courtesy and respect
- Taking care of library, museum and archive materials
- Showing consideration for other library, museum and archive users
- Abiding by our Library and Museum Management Rules
- Letting us know if you have enjoyed your visit to the library, museum or archive
- Giving us constructive feedback that we can use to continuously improve our services.

If at any time you feel that we fall short of these standards please tell us:

- By speaking to the member of staff concerned
- By asking to speak to a senior member of staff

- By making use of our feedback forms
- By contacting the Libraries, Museum and Archives Manager directly.

### How You Can Contact Us

General Enquiries by contacting the Customer Service Centre on 01475 717171 or e-mail [customerservices@inverclyde.gov.uk](mailto:customerservices@inverclyde.gov.uk)

If you have a generic enquiry you can also email [library.central@inverclyde.gov.uk](mailto:library.central@inverclyde.gov.uk) or telephone (01475) 712330

If you require this information in another language or format, such as large font or Braille, please contact us on 01475 717171 or for hearing impaired 01475 717677 (office hours) or email us at [customerservices@inverclyde.gov.uk](mailto:customerservices@inverclyde.gov.uk)

### If You Make a Complaint to Us

Complaints will be dealt with in accordance with the Council's Corporate Comments, Compliments and Complaints Policy. Information can be found on the Inverclyde Council website at:

<http://www.inverclyde.gov.uk/council-and-government/complaint>

You can complain in person at any of our offices, premises (e.g. libraries, museums, customer service centre etc.), by phone, in writing and email.

By telephone to the relevant department.

By email at [comments@inverclyde.gov.uk](mailto:comments@inverclyde.gov.uk) or download and complete the complaints form on our website.

Send your complaint by post to:

Complaints  
Inverclyde Council  
Municipal Buildings  
Greenock  
Inverclyde PA15 1LY

It is easier for us to resolve complaints if you make them quickly and directly to the service concerned. So please talk to a member of our staff at the service you are complaining about. Then they can try to resolve any problems on the spot.

## Successful Learners

## Confident Individuals



## Effective Contributors

## Responsible Citizens