



Service Statement and Customer Service Standards

1. Vision and Mission

Inverclyde Libraries' Vision is of an **enriched, enhanced, and empowered Inverclyde**. Our Mission is **to inform and inspire the people of Inverclyde by ensuring access to reading, learning and cultural opportunities for all**.

2. Values

Our Mission and Vision will be accomplished by ensuring our services are informed by our values, which are:

- 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 communities and citizens.
- To support the **active** citizen's information requirements.
- To **respect** the rights, preferences, and views of all of our service users through consultation and engagement, and empowering community **responsibility** for Inverclyde's cultural development through participation in library programmes.
- To **include** all of the people of Inverclyde by ensuring services are planned to minimise social, educational, health and economic inequalities.

Services are provided through a network of six branch libraries. 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 eGovernment, particularly to the digitally excluded.

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.

3. Strategic Objectives

Inverclyde Libraries will deliver its Vision and Mission through the achievement of six strategic objectives:

1. Promote reading, literacy and learning and the love of books;
2. Promote digital inclusion by promoting access to digital skills and services, including Government Gateway;
3. Promote economic wellbeing by providing free access to resources, training and support for all;
4. Promote social wellbeing by working with a range of partners to reduce social isolation, inequalities, and ill health;
5. Provide local opportunities for culture and creativity to flourish within Inverclyde's communities;
6. Ensure provision of excellent public services by offering access to a range of accurate, balanced, and current information in all appropriate formats.

4. Getting It Right for Every Child, Citizen, and Community

The focus of the service is on offering everyone in 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 both Inverclyde's Outcomes Improvement Plan and Inverclyde Council's Corporate Plan, and is particularly relevant to the following outcomes:

Inverclyde Outcomes Improvement Plan

- Priority Action 2: Inequalities
- Priority Action 3: Environment, Culture and Heritage

Inverclyde Council Corporate Plan

- To promote Inverclyde to both residents and visitors alike, as a great place to live, work and visit
- To work collaboratively to enable strong, connected and empowered communities, particularly in areas of deprivation, so that residents have influence and control over the things that matter to them
- To grow our local economy in a way that creates opportunities for all our residents, including access to good quality jobs
- To reduce the prevalence of poverty in our communities, with a particular focus on reducing child poverty
- To improve the health and wellbeing of our residents so that people live well for longer
- To preserve, nurture and promote Inverclyde's unique culture and heritage
- To deliver services that are responsive to community needs and underpinned by a culture of innovation, continuous improvement and effective management of resources
- To develop motivated, trained and qualified employees who deliver quality services that meet current and anticipated service needs

5. Our Commitment to Our Customers

Inverclyde Libraries 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.

6. 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 Data Protection Legislation.
- 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.

7. How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality Libraries 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 materials
- Showing consideration for other library users
- Abiding by our Library Management Rules
- Letting us know if you have enjoyed your visit to the library.
- 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 Customer Services Officer directly

8. 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** or download and complete the complaints form on our website.

Send your complaint by post to:

Complaints
Inverclyde Council
Municipal Buildings
Greenock
PA15 1LY