

# North East Lincolnshire Library Service - Policy

## Statement on Services to Businesses

**Introduction to Business Information:** Any company or business, regardless of its size or activity, needs accurate and up-to-date information to make sound business decisions. Finding information can take time and prove expensive missed information can mean missed opportunities, contracts or orders.

**Purpose:** The Library Service provides information to support the local economy by ensuring business and job related resources are detailed in printed and online formats. Most of our services are free. You can contact us either via the online enquiry service or through the Central Reference Library. Please visit the library website [www.nelincs.gov.uk](http://www.nelincs.gov.uk) or Tel: 01472 323603 / 323635.

We will:-

- Encourage start-up businesses and small and medium size enterprises (SMEs)
- Provide up to date resources for business research

**Our Business Information Collection has a particular reference to the requirements of start-up businesses and SMEs, as our research concludes that there is a high level of SMEs in North East Lincolnshire.** (The definition of an SME - Small and Medium Enterprise) is a business or company that has fewer than 250 employees, has either annual turnover not exceeding £24 million or an annual balance sheet total not exceeding £16 million)

We have an up to date range of materials and information sources suitable for use by businesses and individuals; everything from Regulations (including health and safety legislation), telephone and business directories, electronic resources and information on business start-ups.

**Work in partnership with local business providers to promote our commercial, technical and business information resources** We will work in co-ordination with local business support organisations such as; The Enterprise Agency, Freeman Street Community Resource Centre, Employment Development Services, Enterprise solutions & local Business Links. We will ensure clients receive a seamless service based on best practice. We will identify key skills within each provider organisation and target these accordingly to provide the correct level of Business Information Services to our clients.

### **Deliver initiatives through ICT to improve job prospects and promote employment and career options**

We will enhance social inclusion through our Business Information Service by providing free access to ICT facilities via Job Club and liaising with other agencies such as Citizens Advice Bureau and Connexions Direct who help the unemployed, lone parents and those with low levels of Basic Skills. Our online resources and book stock provide access to a wide range of business related subject areas including information on Companies and Products, Market Research, Business Management and Statistics. Legal information includes access to the Public and General Acts, Bills and Statutory Instruments, Company Law and All England Law Reports

### **Pricing structure for Business Information Enquiries**

We subscribe to KOMPASS and charge very reasonable rates for lists - £5.00 for up to the first 50 companies then 10p for any further companies. These are downloaded onto an Excel spreadsheet for your convenience. For business research time the first half hour is free after which there is a research charge of £15.00 per hour or part of the hour.

## **Equalities Statement**

This policy reflects the promotion of race equality and the prevention of unlawful discrimination (Race Relations Act 2000 - General Duty). We will adhere to the principles of the Council's Diversity Policy Statement: 'The Council is fully committed to the broad principles of social justice and is opposed to any form of discrimination or oppression. It therefore willingly accepts not only its legal responsibilities but also wishes to embrace best practice in all areas of its work in order to secure equality of both treatment and outcome for all.

The Council is therefore committed to ensuring that no-one is treated in any way less favourably on the grounds of personal differences such as race; colour; national, ethnic or social origin; gender (including reassigned gender); sexual orientation; religious belief; age; disability; marital status; caring responsibilities or other personal beliefs. The Council will implement all necessary action and training to ensure its commitments with regard to equality of treatment and outcome are fulfilled and will regularly monitor and review progress in this respect.'

## **Other Languages and Formats**

If you would like to receive this information in another language or in another format such as large print, Braille or an audio tape, please contact our Customer Service Section by email or Telephone 01472 325961.

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