

Local Statement of Standards

Contents

- [Access](#)
- [Stock Information Services](#)
- [Staff](#)
- [Marketing and Evaluation](#)

Access

- All people living, working or studying in North East Lincolnshire shall have free right of access to public library services.
- No person shall have to travel more than two miles to a library, including mobiles and trailers. Libraries should be close to public transport and have parking facilities in the immediate vicinity.
- Mobile library services will be provided to appropriate areas of the community. They will visit fortnightly and the minimum stop will be 10 minutes.
- Services will be provided to housebound people and communal establishments where possible, either directly by the library service or in conjunction with other organisations e.g. the W.R.V.S. An initial visit will be made by a member of the library staff within 4 weeks of an application, and exchanges provided no less than 6 times annually.
- All buildings should provide access for people with physical disabilities and equipment for visually impaired people. Where these do not exist, there will be a statement indicating why they cannot be provided. Staff will be available in all our buildings to help people with physical disabilities obtain material and services to which access is difficult.
- All buildings will have clear exterior and interior signs and guiding in languages appropriate to the community. This will include opening hours, services available in the building e.g. photocopier and the name of the local authority. Such signs will take account of the needs of people with disabilities.
- Service information will be made available to the public by means of notices and leaflets explaining the services, borrowing entitlements and charges.
- Opening hours will take account of the needs of the local community through regular consultation exercises.
- All visitors to our libraries will be attended courteously and promptly.
- Telephone calls will be answered within 15 seconds within normal library and office opening hours.
- Facilities, including grounds, will be maintained in accordance with locally agreed standards of cleaning, safety and maintenance.
- All libraries will provide services for children in line with the Library Association guidelines Children and Young People(1991).
- All static libraries will have seating for reading.
- All libraries will have quiet areas with tables for study purposes.
- All new libraries will incorporate in the plans, space for community activities.

Stock Information Services

- The Library Service will provide a written Stock Development Policy in line with Library Association guidelines, and this will be freely available to members of the public.
- Stock will be managed by qualified librarians as a continuous process ensuring that all libraries provide stock that is in good condition, up to date and relevant to our user's needs.

- All libraries will provide the means to identify and locate material. Such provision may include on-line public access catalogues, bibliographical tools and readers advisory services.
- All libraries will provide access to material that is not in its local stock through inter-library lending.
- Reservation requests for material in stock will be supplied within 30 working days of the request being made, unless there is a waiting list for the title. Material requested that is not in stock will be supplied within 60 working days of the request being made. If requested a written explanation will be provided to the reader if requests cannot be supplied within this time-scale.
- Materials will be made available to the public within one week of it being received in the Bibliographical section.
- All libraries will provide the user with access to accurate and up to date information in response to their requests. The source of information will be stated when providing the information. If the answer cannot be provided immediately then the user will be informed how long it will take, with a maximum of five days.
- Grimsby Central Library will maintain specialist information collections. These will include a representative collection of British standards, all UK telephone and fax directories, timetables, encyclopaedias, dictionaries, atlases and other standard reference works.
- All libraries will provide a basic information service which will include an encyclopaedia, local telephone directories and timetables, an atlas and appropriate language dictionary. They will also provide access to a comprehensive information service as provided by Grimsby Central Library.
- Community information, as defined by the Library Association guidelines (1980), will be available in all libraries. Material will be kept up to date and subject to continuous revision.
- All static libraries will stock the relevant local newspaper. The Grimsby Central Library will stock at least one copy of each national broadsheet newspaper and one national Sunday broadsheet.
- The Library Service will maintain a file of newspapers identified in 11 above for a period of at least one month and a permanent file of at least one national daily and Sunday broadsheet newspaper and all local newspapers.

Grimsby Central, Cleethorpes and Immingham libraries will provide a representative range of journal material, and provide access to materials not held locally.

Staff

- Qualified librarians employed by North East Lincolnshire Library Service will provide services in accordance with the standards of professional conduct set out by the Library Association (1983).
- Qualified librarians will be available for consultation in all libraries on a regular basis.
- The Library Service will ensure that a range of staff with specialist knowledge is available including:-
 - Binding
 - Business information
 - Cataloguing/classification
 - Children and young persons
 - Community information
 - Computing
 - Literacy
 - Local studies
 - Marketing and promotion
 - Music and drama
 - Reference work
 - Special needs
 - Staff training

- The Library Service will provide a staff training programme which will include good quality induction for newly appointed staff, customer care training, training in bibliographical skills and a basic introduction to the services provided.
- The Library Service will provide qualified staff with the opportunity to undertake continuing professional development
- The Library Service will provide a staff development scheme.

Marketing and Evaluation

- The Library Service will produce an effective marketing strategy designed for users and non-users.
- The Library Service will publish an annual statement evaluating its performance in terms of the standards set out above, and of local and national performance indicators. This will be freely available to the public.
- Meetings will be held with local people at least once a year as part of the consultation process.
- Comment Forms will be freely available in all our libraries enabling users to comment on all aspects of the service provided and suggestions for improvements. Response to any complaints will be made within 5 working days of being received. An analysis of comments and complaints will be carried out at least annually and the results used in the future planning of the service.
- A survey of people who use our libraries will be undertaken on a regular basis. The result of these surveys will be published and used in the future planning of the service.

Filename: Local Statement of Standards
Directory: P:\My Documents\Childrens librarian
Work\Website\New Website\Library Information
Template: P:\Office\Templates\Normal.dot
Title: Local Statement of Standards
Subject:
Author: Garland, Robin
Keywords:
Comments:
Creation Date: 19/12/2009 11:36:00
Change Number: 1
Last Saved On: 19/12/2009 11:37:00
Last Saved By: Garland, Robin
Total Editing Time: 1 Minute
Last Printed On: 19/12/2009 11:37:00
As of Last Complete Printing
Number of Pages: 3
Number of Words: 1,157 (approx.)
Number of Characters: 6,599 (approx.)