

## Welsh Public Standards 2014-2017 – *‘Libraries Making a Difference’*

### Core entitlements

#### Customers and Communities

- **WPLSCE 1** – Libraries in Wales will ensure friendly, knowledgeable and qualified staff are on hand to help.
- **WPLSCE 2** – Libraries in Wales will stage a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources.
- **WPLSCE 3** – Libraries in Wales will provide access to a range of services and resources to support lifelong learning, personal well being and development, and community participation.

#### Access for All

- **WPLSCE 4** – Libraries in Wales will be open to all members of their communities.
- **WPLSCE 5** – Libraries in Wales will be free to join.
- **WPLSCE 6** – Libraries in Wales will provide a safe, attractive and accessible physical space with suitable opening hours.
- **WPLSCE 7** – Libraries in Wales will provide appropriate services, facilities and information resources for individuals and groups with special needs. Special needs can be caused by physical and health impairment, economic disadvantage (e.g. long term unemployment), cultural difference (e.g. language, new arrivals), educational background, or other circumstances that require special library services.

#### Learning for Life

- **WPLSCE 8** – Libraries in Wales will lend books for free.
- **WPLSCE 9** – Libraries in Wales will deliver free access to information.
- **WPLSCE 10** – Libraries in Wales will provide free use of the Internet and computers, including Wi-Fi.
- **WPLSCE 11** – Libraries in Wales will deliver free use of online information resources 24 hours a day.
- **WPLSCE 12** – Libraries in Wales will provide access to high quality resources in a range of formats, including those in the Welsh language, reflecting changing forms of publication.
- **WPLSCE 13** – Libraries in Wales will share their catalogues, to enable a single search of all Welsh library resources.

## **Leadership and Development**

- **WPLSCE 14** – Libraries in Wales will promote libraries to attract more people to benefit from their services.
- **WPLSCE 15** – Libraries in Wales will regularly consult users to gather their views on the service and information about their changing needs.
- **WPLSCE 16** – Libraries in Wales will work in partnership to open up access to the resources of all Welsh libraries.
- **WPLSCE 17** – Libraries in Wales will 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.
- **WPLSCE 18** – Libraries in Wales will provide a clear, timely and transparent complaints process if things go wrong.