

Libraries making a difference:

The fifth quality framework of Welsh Public Library Standards

Core entitlements (CE)

CE	Libraries in Wales will:	Comments
CE 1	Ensure friendly, knowledgeable and qualified staff are on hand to help	This reflects current practice.
CE 2	Provide a range of activities to support learning, enjoyment and enable users to obtain the maximum benefit from the available resources	This reflects current practice.
CE 3	Provide access to a range of services and resources to support lifelong learning, personal wellbeing and development, and community participation	This reflects current practice.
CE 4	Be open to all members of their communities	This reflects current practice.
CE 5	Be free to join	This is a legal requirement of the 1964 Public Libraries Act.
CE 6	Provide a safe, attractive and accessible physical space with suitable opening hours	This reflects current practice.
CE 7	Provide appropriate services, facilities and information resources for individuals and groups with special needs.	Facilities / resources provided include large print books, audiobooks, e-books, e-zines, housebound library service, hearing loops, Boardmaker, disabled access & toilets.
CE 8	Lend books for free	This is a legal requirement of the 1964 Public Libraries Act.
CE 9	Deliver free access to information	This is a legal requirement of the 1964 Public Libraries Act.
CE 10	Provide free use of the internet and computers, including Wifi	Free access to the internet is provided at all libraries. Free Wifi is available at 6 of the 8 libraries.
CE 11	Deliver free use of online information resources	This reflects current practice.

	24 hours a day	
CE 12	Provide access to high quality resources in a range of formats, including Welsh Language, reflecting changing forms of publication	This reflects current practice.
CE 13	Share their catalogues, to enable a single search of all library resources	The Denbighshire/ Flintshire joint Library Catalogue is available via Cat Cymru for an all Wales search.
CE 14	Promote libraries to attract more people to benefit from their services	This is a legal requirement of the 1964 Public Libraries Act.
CE 15	Regularly consult users to gather their views on the service and information about their changing needs.	This reflects current practice.
CE 16	Work in partnership to open up access to the resources of all Welsh libraries	This reflects current practice through: <ul style="list-style-type: none"> - the Denbighshire and Flintshire joint catalogue - Linc y Gogledd, the North Wales resource sharing partnership - National Inter Lending Library scheme (ILL)
CE 17	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	New strategy, vision and policies in development: not yet available in print and online.
CE 18	Will provide a clear, timely and transparent complaints process if things go wrong	The Library Service complies with the Corporate Complaints process.