

## **Kirklees Library and Information Centres**

The biggest transformation in the history of the Kirklees library service is now underway. We want to provide an excellent and efficient library and information service that meets the needs of the communities it serves.

CILIP (The Chartered Institute of Library Professionals) tell us what a good library service should be:

[http://www.cilip.org.uk/get-involved/advocacy/public-libraries/Documents/What\\_makes\\_a\\_good\\_library\\_service\\_CILIP\\_guidelines.pdf](http://www.cilip.org.uk/get-involved/advocacy/public-libraries/Documents/What_makes_a_good_library_service_CILIP_guidelines.pdf)

Traditionally a public library service has been a place where people come to borrow books, but in Kirklees we offer much more than that.

We are:

- A Community focal point
- A multi-purpose, flexible space from which services can be delivered – face to face.
- A friendly and welcoming space.
- A meeting place

We offer:

- Accurate referrals to specialist support.
- Interview facilities
- Access to IT

## **Vision**

We will enhance people's quality of life by providing relevant and responsive Library and Information Centres for the citizens of Kirklees that are both sustainable and affordable. Our purpose is to provide supported access for adults and children to educational, cultural, health and well-being opportunities.

## **Mission**

Our staff will have the right skills and knowledge and be empowered and be motivated to take responsibility for meeting and exceeding customer expectations. They will deliver a service which reflects and responds to the Council's priorities and Customer Service Strategy. The service will continually evolve through performance review and evaluation to take in to account changing local, regional or national priorities and technological development.

**We will provide the following services:**

**Huddersfield Library and Visitor Information Centre.**

A wide range of books and resources for; reading for pleasure, information and knowledge.

- Free Access to computers including internet for information, research, and communication.
- Staffed access to Visitor Information Services.
- Staffed access to Audio/Braille services.
- Specialist staff, books and resources for reference, family and local history, business and academic use.
- Access to self help council information via leaflets, internet and signposting & referrals.
- Targeted services and events to impact positively on local, regional and national agendas which include the following:-
  - Children and Young People's Offer.
  - National Health Offer
  - National Reading Offer
  - Public Library Information Offer
  - National Digital Offer
- Safe, secure and welcoming environment including space for study and community use.
- Information and support for improving IT skills.
- Access to regional and national collections through Inter Library Loan, Inspire, Music and Drama Collections.
- Enabling customers to use self service channels e.g. self issue, websites, e library, courtesy telephone.
- Provision of work experience and volunteering opportunities.
- Enable community participation to deliver events/activities to complement core services.
- Developing partnerships internally and externally to achieve Council priorities.

**Mobile Library and Information Centres and Home Service Library**

- A range of books and resources for; reading for pleasure, information and knowledge.
- Free Access to computers.
- Limited books and resources for local history.
- Access to self help council information via leaflets, internet, signposting and referrals.
- Targeted services and events to impact positively on local, regional and national agendas:-
  - Children's and Young People's Offer
  - National Health Offer
  - National Reading Offer
  - Public Library Information Offer
  - National Digital Offer
- Safe, secure and welcoming environment.
- Information and support for improving IT skills.
- Access to regional and national collections through Inter Library Loan, Inspire, Music and Drama Collections.
- Provision of work experience and volunteering opportunities.
- Enable community participation to deliver events/activities to complement core services.
- Developing partnerships internally and externally to achieve Council priorities.
- Provision of home delivery service.
- Delivery to care homes.

**Town Libraries**

- A wide range of books and resources for; reading for pleasure, information and knowledge.
- Free access to computers including internet for information, research and communication.
- Access to Visitor Information Services.
- Access to Audio/Braille services.
- Books and resources for reference, family and local history.
- Access to self help council information via leaflets, internet and signposting & referrals.
- Targeted services and events to impact positively on local, regional and national agendas:-
  - Children and Young People's Offer
  - National Health Offer
  - National Reading Offer
  - Public Library Information Offer
  - National Digital Offer
- Safe, secure and welcoming environment including space for study and community use.
- Information and support for improving IT skills.
- Access to regional and national collections through Inter Library Loan, Inspire, Music and Drama Collections.
- Enabling customers to use self service channels e.g. self issue, websites, e library, courtesy telephone.
- Provision of work experience and volunteering opportunities.
- Enable community participation to deliver events/activities to complement core services.
- Developing partnerships internally and externally to achieve Council priorities.

## **Local Libraries**

- A range of books and resources for; reading for pleasure, information and knowledge.
- Free Access to computers including internet for information, research, and communication.
- Access to Visitor Information Services
- Access to Audio/Braille services
- A small collection of books and resources for reference, family and local history
- Access to self help council information via leaflets, internet and signposting & referrals
- Targeted services and events to impact positively on local, regional and national agendas:-
  - Children and Young People's Offer
  - National Health Offer
  - National Reading Offer
  - Public Library Information Offer
  - National Digital Offer
- Safe, secure and welcoming environment.
- Information and support for improving IT skills.
- Access to regional and national collections through Inter Library Loan, Inspire, Music and Drama Collections.
- Enabling customers to use self service channels e.g. self issue, websites, e library, courtesy telephone.
- Provision of work experience and volunteering opportunities.
- Enable community participation to deliver events/activities to complement core services.
- Developing partnerships internally and externally to achieve Council priorities.