

The Audit Guide

A guide to reading and monitoring our standards and our performance

This guide lists the service standards for Warwickshire Library & Information Service. For each standard there is also:

- 📖 How we measure the service's performance for this standard
- 📖 Where this performance statistic is reported

We want this guide to the standards to help you monitor our performance. If you have any questions about the information in this audit guide, please contact me.

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Introductory information

Some of the background may be new to you, or unclear. To help you follow the guide this information may help.

📖 The standards were developed following a consultation exercise with library users and staff during 2005. We asked, 'What is important to you in the library service?' and 'What aspects of the service are most important for you to have information on?' The exercise identified the main areas of interest for library users and these formed the standards.

📖 **The DCMS Standards** - These are produced by the Department for Culture, Media and Sport. This is the Government department with responsibility for public libraries in England. They were first published in spring 2001 and reviewed and updated in 2005. Warwickshire Library & Information Service standards reflect these national standards.

📖 **Framework for the Future** - This is the Government's 10 year vision for the library service. Library authorities are required to show how they are achieving against this vision. There are three key areas:

- Promotion of reading and informal learning
- Access to digital skills and services (including e-government)
- Tackling social exclusion, building community identity and developing citizenship

📖 **CIPFA PLUS** - CIPFA (the Chartered Institute of Public Finance and Accountancy) is the national body for collecting statistics on the work of local authority services. In recent years they have designed surveys for public libraries to use to find out what users think about the quality of library services. Warwickshire Library & Information Service follows the CIPFA Public Library User Survey standard

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Warwickshire Library & Information Service

Customer Charter Audit Form

Standard	Evidence From	Performance Statistic	Standard
Access to Library Services			
Provide information for you in person, by telephone, letter, fax, e-mail or via the internet, using plain English	Annual survey of number and type of enquiries	Number of enquiries per year Breakdown of type of enquiry	Local
Ensure all our buildings are accessible and comply with Health and Safety regulations and the Disability Discrimination Act	Annual programme of access improvements Accessibility information on Warwickshire Library & Information Service website	Number of access improvements % Of buildings which comply	Local
Provide access to our library catalogue via the internet to make it easier for you to find out what is in stock or request books or other resources	Monthly Performance Information	Number of page views on electronic library catalogue	Local
Offer the flexibility of renewing books on-line or by telephone, and a free request service for books not immediately available if on shelf at another library	Monthly performance Information	Number of books renewed on-line Number of renewals via 24/7 telephone system Number of renewals at Customer Service Centre	Local
Publicise our opening hours at every library and on our website, giving at least 3 weeks notice of any planned closures	Results from Quality Visits Monitor Comments, Compliments & Complaints	Accurate opening hours displayed Correct amount of notice given for planned closures	PLSS 2 CPA – C2b Local
Offer alternative methods of access to services for those unable to visit a local library e.g. housebound and older people	Annual performance Information	Number of customers that receive home delivery service	Impact Measure
Provide a mobile library service to rural areas and to urban areas that do not have a library nearby	Monthly performance information	Number of mobile library stops Number of visitors on mobile libraries	PLSS 2 CPA – C2b
Provide free access to computers and the internet that can be booked via the telephone or internet	Monthly performance Information	Number of Internet bookings	Local
Provide access to comprehensive resources for learning and study	Results from local surveys	Satisfaction levels	Local

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Standard	Evidence From	Performance Statistic	Standard
Obtain 85% of items you request within 30 days	Annual Reservation Survey Public Library Service Standards	Numbers of requests made Number of days taken to satisfy the request a) 50% within 7 days b) 70% within 15 days c) 85% within 30 days	PLSS 5 CPA – C11a
Resources & Activities			
Provide a wide range of books and materials for all age groups	Monthly performance information Stock policy Stock profiles Stock plans Budget expenditure	Number of issues for each format	CIPFA Local
Provide magazines and newspapers, DVDs, videos, music CDs, talking books, local studies material, maps and plays in our larger libraries	Monthly performance information Stock policy Stock profiles Budget expenditure	Number of issues for each format	CIPFA Local
Provide material suitable for adults, children and young people in a variety of formats, which reflect the cultural and ethnic diversity of the community	Monthly performance information Stock policy Stock profiles Stock plans Equalities Training programme Race Equality Plan	Number of issues for Asian Stock	Local
Add at least 90,000 new books and other items to library stock every year	This is one of the DCMS Public Library Standards (PLSS 9)	Number of new items added to stock	PLSS 9 CPA – C11b
Promote reading and literacy for babies, children and adults through reading groups, and a range of activities and events	Library Activity Datadiary	Number of activities and events recorded on Library Activity Datadiary	Local
Present displays, exhibitions and events promoting literature, reading, local studies, music and other topics	Events publicised on website	Number of events recorded on Library Activity Datadiary	Local
Participate in national campaigns such as a Black History Month, Adult Learners' Week, Family Learning Week and the Summer Reading Challenge	Library Activity Datadiary	Number of events recorded on Library Activity Datadiary	Local Impact Measure

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Standard	Evidence From	Performance Statistic	Standard
Provide a wide range of material about Warwickshire and surrounding areas	Local Studies Stock Audit Results from Local Studies Enquiry Survey Children's PLUS Adults PLUS	Numbers of local studies enquiries	Local
Provide a wide range of learning opportunities for all ages	Library Activity Datadiary	Number of learning opportunity events recorded on Library Activity Datadiary	Local
Offer up-to-date community information on our website	Results from audit of website County Council Performance Monitoring	Number of entries	Local
Customer Care			
Make you feel welcome in libraries and assist you in your enquiries	Results from Mystery Shopping Results from local surveys	Satisfaction levels	Local
Treat you equally, fairly, with courtesy and according to your individual needs	Results from Mystery Shopping Results from local surveys County Council Performance Monitoring	Satisfaction levels	Corporate Customer Care
Maintain 'Investors in People' accreditation and train our staff to the highest standard	Reaccreditation of Investors in People	Accreditation maintained	Local
Ensure that you do not have to wait for more than five minutes to be served	Results from Mystery Shopping	Satisfaction levels	Corporate Customer Care
Answer the telephone within five rings or 15 seconds and provide you with the name of the service and person answering your call	Results from Mystery Shopping Results from Corporate Survey	Satisfaction levels	Corporate Customer Care
Acknowledge receipt of correspondence within five working days if an immediate answer cannot be provided and respond fully within 15 working days	Results from Mystery Shopping County Council Performance Monitoring	Satisfaction levels	Corporate Customer Care
Ensure that all staff wear an identification badge	Results from Mystery Shopping Results from Quality Visits	Satisfaction levels	Corporate Customer Care
Respect your privacy at all times, comply with the Data Protection Act 1998 for personal information, and adhere to the Freedom of Information Act 2000 for all other information	Results from Mystery Shopping	Number of non conformances	Local
Ensure all new library staff and volunteers working with children, young people and vulnerable adults are checked by the Criminal Records Bureau	Check HR Records	Number of non conformances	Local

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Standard	Evidence From	Performance Statistic	Standard
Views & Accountability			
Ask your opinion about our services, consult you on plans for improving the service and tell you how we performed against our standards	Results from Public Library User Survey	% Satisfaction of Services	Local
	Public display of results on website	Number of consultation exercises undertaken	
		Results publicised on website	
Provide Comments, Complaints and Compliments forms in all the libraries to encourage your feedback	Results from Quality Visits County Council Performance Monitoring	Number of CCCs received Speed of reply	Local
Make information available, on-line and at our libraries, about standards of service you can expect, what standards we achieve, results of any consultations undertaken and information about our policies and priorities	Publication of standards and results on website	Number of non conformances from Mystery Shopping and Quality Visits	Local
	Posters on display in all libraries		
	Results from Mystery Shopping		
	Results from Quality Visits		
Check that we are meeting these standards each year and review this charter every two years	Results from audit	Number of Standards met	Local
	Results from Charter Review	Reviewed Charter in place	