

Caerphilly County Borough Library Service Learner Entitlement

Learners are entitled to:

- An Information Skills learning programme which takes account of your particular interests and needs
- Training by experienced staff, who understand the individual needs of adult learners
- Appropriate additional learning support
- Equality of opportunity in all aspects of your learning
- Prior warning, whenever possible, if your session is changed or cancelled
- A comfortable place to learn, and a friendly atmosphere which accords mutual respect
- A learning environment free from bias and discrimination, where you will be treated with respect and equity
- A choice of learning opportunities at a variety of times and places
- Use of cross-catalogue searching and inter-library loan facilities, as detailed in a separate service level statement
- Access to all libraries operated by Gateways project partners (subject to published terms and conditions)
- Provision of consumable items as described in a separate statement
- Regular opportunities to express your views.
- Quick and sympathetic handling of any complaints that you wish to make
- Free, accurate information and advice on courses, qualifications and entry requirements.

Gateways asks the learner to:

- Show a positive commitment to your own development and learning
- Tell us if you are unable to attend a session
- Co-operate with library staff and Gateways project personnel
- Respect others, regardless of differences in culture, ability, race, gender, age or sexual orientation
- Be aware of the Gateways to Learning Equal Opportunities Policy
- Take care of equipment, facilities and buildings and show respect for other people's property
- Comply with all relevant terms and conditions, whether published by the Gateways to Learning project or by the partner libraries
- Understand there is a certain amount of necessary paperwork to be completed by each member, in order for Gateways to Learning to meet the ESF regulations.

Caerphilly County Borough Library Service Learner Charter

What is the Learner Charter?

The Charter tells you what services your library has to help with your learning and how you are able to use them.

Am I a learner?

- Are you taking part in a formal course at School, College, University, Library, evening class or through some other form of study?
- Are you thinking about taking part in some formal course at School, College, University, Library, evening class or through some other form of study?
- Are you following a personal interest or learning about a hobby?
- Are you learning through work, taking part in work-based training or study?

If you have answered yes to any of these questions then you are a learner and the Learner Charter will help you.

As a learner, or someone thinking about taking part in learning, your library service will support you by:

- Buying books and other materials on all subjects and areas of interest that could be useful and helping you to find these through using the library catalogue.
- Buying or borrowing particular books or other materials to support your own learning needs.
- Allowing you to borrow, free of charge, books and other materials to support your learning needs, including borrowing material from other libraries for you to use.
- Making the library catalogues of other library services available for you to use, such as the 'Gateways to Learning' linked catalogue.
- Giving you free access to computers, including the Internet, word-processing, e-mail and electronic information.
- Giving you free and unbiased information on courses of study available, qualifications and entry requirements. Also, helping you to get careers information and advice, information on job opportunities, and further study choices.
- Providing suitable study space and services at your local library so that you can learn in an helpful and encouraging environment.
- Informing you all about the services and facilities library service provides for learners of all ages.
- Making printing, photocopying, and faxing services available in all libraries. These services will be free for students of any courses.
- Giving you free access to information literacy courses at your local library as part of the Gateways to Learning project to help you develop your information skills.
- Working with others, for example, Schools, Colleges, Basic Skills Units, Community Learning partners, other Library Services, or Voluntary groups, to support learners needs at all levels of study.
- Giving you the opportunity to comment on the services provided through learner surveys.
- Giving you the opportunity to complain, comment, or compliment the service, and answering your comments quickly and sympathetically. If we can, we will try and make the changes you suggest.
- Making sure that the library service tries to meet any specialist learning needs you have as fully as possible. This will include helping learners with any special physical needs by providing aids to help.

- Enabling you to access information and services in Welsh wherever possible.

In return we ask you to:

- Respect others regardless of differences in culture, ability, race, gender, age or sexual orientation.
- Show a positive commitment to your own development and learning
- Tell us if you are unable to attend a planned learning session
- Co-operate with staff
- Take care of equipment, facilities and buildings used, and show respect for other peoples property
- Comply with library service rules and regulations, and those of any other partner organisations that you use