

## **Caerphilly County Borough Library Service Learner Charter**

This Learner Charter sets out the Library Service's commitment to provide you with a learning experience that meets and exceeds your expectations whatever your starting point and aspirations.

Our mission is to positively change people's lives and add value to the social and economic wellbeing of our communities and we will do this by providing quality, innovative, accessible education and informal learning opportunities in a safe and friendly culture of mutual respect and support.

At Caerphilly Library Service, we are committed to eliminating discrimination and promoting equality of opportunity by providing high quality guidance and support to help you achieve your potential.

### **Caerphilly Library Service - Vision**

The Library Service has a clear vision to be inspirational, inclusive and influential.

We recognise the very important role that we play in meeting the needs of individuals, communities and employers in the Caerphilly region and beyond.

### **Caerphilly Library Service - Mission Statement**

- Transforming lives by unlocking potential and developing skills.
- We aim to provide excellent guidance and support to enable individuals to develop the knowledge, skills and mind-set to assist progression onto further study, university, meaningful employment or in just gaining essential life skills.
- We are committed to working with partners to provide training that will help to further develop and upskill individuals.

### **We commit to:**

- Providing accessible, easily understood information, advice and guidance to help meet your needs and abilities.
- Providing clear and accurate information about our facilities and services.
- Explaining how to apply for training and opportunities via our partners and ensuring that your application is handled fairly and efficiently.
- Providing an opportunity to discuss with staff everything you need to know and how the library service can support you.
- Providing a quick, efficient library membership enrolment process which enables you to access our physical and virtual facilities independently.
- Keeping apprised of curriculum developments through internal Departmental meetings.

### **We will make sure that you have:**

- A welcoming, safe environment that looks after your well-being and encourages ongoing personal development.
- Guidance and support by experienced library staff, who understand the individual needs of all learners regardless of age or learning ability.
- Equality of opportunity in all aspects of your learning
- A choice of learning opportunities at a variety of times and places
- Use of cross-catalogue searching and inter-library loan facilities.
- Free access to a computer, the internet and Wi-Fi (where available)

### **Caerphilly Library Service expects learners to:**

- Treat staff, fellow learners, neighbours with courtesy and respect regardless of culture, ability, disability, race, religion, gender, sexual orientation, age or social class. Behaviour that abuses or threatens others is not welcome at any of our libraries.
- Show a positive commitment to your own development and learning.
- Carry and ensure that your library membership card is available at all times in the interest of safety and security.
- Take care of equipment, facilities and buildings and show respect for other people's property.

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### Some Frequently Asked Questions -

#### **Am I a learner?**

- Are you taking part in a course at school, College, University, Library, evening class or through some other form of study?
- Do you want to find out about something new or develop a skill?
- 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.
- 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.
- 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 and referrals to partner organisations.
- Providing suitable study space and services at your local library so that you can learn in a helpful and encouraging environment.
- Informing you all about the services and facilities library service provides for learners of all ages.
- Enabling you to access information and services in Welsh wherever possible.