

Our standards – what you can expect from us	Our target for 2009/2010	How we did in 2009/2010	Our target for 2010/2011
1. Our staff will be clearly identified with badges	95%	99% of staff were found to be wearing badges	96%
2. Our staff will be helpful and friendly	96%	97.5% of customers rated staff friendliness as good or excellent. 97.5% of customers rated staff knowledge and expertise in helping them as good or excellent	96%
3. You will be treated fairly	95%	91.6% said they were treated fairly, 8.4% made no comment	92%
3. You will be served promptly within 5 minutes when visiting a library	95%	99.5% of customers were served within 5 minutes and 0.5% within 10 minutes We may take longer to serve you when it is busy – to alleviate this problem we offer an express self checkout service at our busiest libraries	95%
4. Concerns and complaints will be replied to within 5 working days of receipt	91%	25 complaints were received and were answered in an average of 2.7 days 88% of complaints were responded to within 5 working days Although many complaints were responded to quickly, three took over 5 days, requiring an improvement to be shown over the coming year.	92%
5. We will conduct regular surveys to gauge customer satisfaction	3 surveys per year	More than 3 surveys were carried out this year. 87.4% of customers thought services were excellent, and 12.4% thought they were good. The remaining 0.2% thought them fair. The overall satisfaction rate (good or excellent) was therefore 99.8%	3 per year
6. We will add over 60,000 new items to library stock, and rotate over 21,000 books around libraries each year	60,000 21,000	We added 46,913 adult items and 17,616 teenage and children's items to stock, making a total of 64,529. We rotated 26,368 items. We met our target for new stock, and bought 21% more than last year.	60,000 21,000
7. We will buy extra popular fiction titles when they appear on the "bestsellers" list	100%	We bought 10 extra copies of every fiction bestseller, and 6 of each non-fiction bestseller. In total we bought 36% more fiction books this year.	100%
8. We will check the physical quality of stock on a regular basis	3 times a year	As well as running maintenance, checks on stock quality were carried out 3 times a year	3 per year
9. We will hold at least 3 children's activities in each library each year	100%	100% achieved. Many libraries ran more than 3 events. In 2009/10 a total of 23,156 children took part in 2,193 library activities, and 8,924 primary school children took part in the annual Young Writer competition	100%
10. We will hold over 300 computer help sessions each year to give basic guidance to beginners	300	We ran a total of 322 computer help sessions. 100 of these were delivered by volunteers, 129 by library staff, and 93 classes were delivered by tutors. In total 660 people received help and advice on using computers, a 16% increase on the previous year.	300 sessions
11. We will support community involvement by providing free access to information	100%	We answered 89,388 enquiries over the year, and bought 178 new reference books and several online subscriptions 97.5% of customers rated staff knowledge and expertise in helping them as good or excellent	95% satisfaction with answers
12. We will bring the library to you if due to illness or frailty you find it difficult to use your library	100%	86 customers received a homebound service delivered by library staff or volunteers. In addition 2 day-care centres received a quarterly exchange of books, and 253 customers registered as assisted borrowers to enable friends and family to choose books for them. 100% of customers requiring the service were accommodated.	100%

If you wish to comment on any of our services or the standards by which we try to deliver them, please contact us on [library.info@westlothian.gov.uk](mailto:library.info@westlothian.gov.uk) . Thank you - your feedback can help us improve our services to you.

