

Our standards – what you can expect from us	Our target for 2008/2009	How we did in 2008/2009	Our target for 2009/2010
1. Our staff will be clearly identified with badges	97%	93% of staff were found to be wearing badges	95%
2. Our staff will be helpful and friendly	96%	100% of customers rated staff as friendly 91% of customers rated staff as helpful and 9% made no comment	96%
3. You will be served promptly within 5 minutes when visiting a library	92%	99% of customers were served within 5 minutes and 1% within 10 minutes We may take longer to serve you when it is busy, or at Connected libraries which also offer Council information services – to alleviate this problem we will 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%	38 complaints were received and were answered in an average of 4 days 87% of complaints were responded to within 5 working days Comments were answered within an average of 3 days	91%
5. We will conduct regular surveys to gauge customer satisfaction	3 surveys per year	90% of customers thought services were very good, and 9% thought they were good. The remaining 1% thought them fair. The overall satisfaction rate (good or very good) was therefore 99%	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 38,770 adult items and 14,554 teenage and children's items to stock, making a total of 53,324. We rotated 24,679 items. Although we did not meet our target for new stock, we did buy 27% 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 12 extra copies of every fiction bestseller, and 6 of each non-fiction bestseller. Last year we bought new fiction on standing order, but you said you didn't like the way that popular fiction titles did not appear on our catalogue until they were in stock. We have now changed back to show them as soon as they are ordered, so you can reserve them online.	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 2008/09 a total of 14,387 children took part in 1039 library activities, and 9,039 primary school children took part in the annual Young Writer competition	100%
10. We will hold over 200 computer help sessions each year to give basic guidance to beginners	200	We ran a total of 382 computer help sessions. 116 of these were delivered by volunteers, 244 by library staff, and 22 classes were delivered by tutors. In total 569 people received help and advice on using computers, and satisfaction levels were high	300 sessions
11. We will support community involvement by providing free access to information	100%	We answered 79,679 enquiries over the year, and bought 226 new reference books and several online subscriptions Next year we will test satisfaction levels with the quality of the answers to enquiries	90% 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%	96 customers received a homebound service delivered by library staff or volunteers. In addition 2 day-care centres received a quarterly exchange of books, and 266 customers registered as assisted borrowers to enable friends and family to choose books for them. 100% of customers requiring the service were accommodated.	100%
<p>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 . Thank you - your feedback can help us improve our services to you.</p>			