

Staff

Initiatives - Next 3 years:

Support exemplary customer service by developing a comprehensive staff training and development programme:

- Invest in customer service training
- Provide a range of training opportunities and programmes
- Focus training programmes around information literacy

Recruit staff to reflect the diverse community we serve and their changing needs:

- Develop an innovative recruitment policy
- Appoint the following staff - Youth Services Librarian, Elderly Services Librarian, Branch Library support, and a Virtual Librarian.
- Review staffing levels across the seven day a week service.

Empower and develop staff to provide seamless delivery of customer service:

- Develop further an integrated and team approach to customer service throughout the library

Initiatives - Next 10 years:

- Create cadetship programmes
- Develop staff exchange programmes with other libraries
- Future proof our staff by keeping abreast of trends and technology
- Recruit specialists from other disciplines to the library.

Courteous

Accountable

Approachable

Creative

Sensitive

Diverse

Passionate

Professional

Reliable

Helpful



Collections

The "Living Room of the City" is committed to developing a collection that is dynamic and in a state of constant change and evolution.