



Statement of Corporate Social Responsibility

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Statement of Corporate Social Responsibility (CSR)

1. INTRODUCTION AND PURPOSE

- 1.1 The term Corporate Social Responsibility (CSR) describes corporate behaviours that not only deliver on objectives and meet legal requirements but also have a positive social impact.
- 1.2 This CSR statement affirms Libraries NI's continuing commitment to undertake our business in an ethical manner, contributing to improving the quality of life of our workforce and the community we serve. It is intended as an aid to inform our employees, partners and customers of our fundamental ethos and to offer the wider community tangible evidence of our social commitment.
- 1.3 It aims to ensure and reassure that our activities are carried out ethically, sustainably and for the public benefit. This Statement supports our strategic vision to provide:

A visible, accessible and inclusive library service at the heart of communities, changing lives and valued by all.

2. OUR VALUES

- 2.1 To support delivery of our strategic vision we have adopted and sought to embed three key values throughout the organisation;

Caring - we care about our library users, the community, each other and what we do. We will provide a safe and welcoming environment where people can connect and explore. We will show respect for users of our service and for each other and will strive to provide positive experiences for both external and internal customers.

Accountable – we take personal responsibility, as individuals and as an organisation, for effective stewardship of the resources allocated to us and for delivering on our commitments. We will act with integrity, building trust and maintaining high standards of governance, responsible leadership and efficient operations.

Responsive – we are a learning organisation that is open to new ideas and better ways to serve individuals and communities. We have a focus on quality, are creative and flexible and will continue to explore innovative ways of working to ensure that services are vibrant, effective and relevant to the changing needs of customers.

3. OUR COMMITMENTS

- 3.1 We will operate in an ethical, open and transparent manner in line with the requirements of good governance.

- 3.2 We recognise and understand the significance of the local communities within which we operate. We will aim to enhance our contribution to these communities by being sensitive to the needs of local people and groups and delivering our services in an ethical and socially responsible manner
- 3.3 We are committed to the well-being and continual development of our staff and to training our workforce. We will seek to maintain a working environment where employees are appreciated, valued and given regular feedback so that each employee has a clear understanding of their role and how they contribute to the organisation.
- 3.4 We will require our employees to act with integrity towards one another and our customers and to adhere to the highest standards of behavior in public service.
- 3.5 We will support diversity, fairness and equal opportunities and will encourage the awareness and promotion of equality and diversity in all of our activities.
- 3.6 We will work to minimise the impact of our activities on the environment and to promote good practice in environmental matters.
- 3.7 We will support positive health and wellbeing for our customers and employees.
- 3.8 We will provide safe and healthy environments for the people who work in, visit use our facilities

4. EVIDENCE SUPPORTING OUR COMMITMENTS

- 4.1 To assist in meeting of our commitments we have implemented a range of policies, procedures and processes which set parameters for and provide guidance for delivery of our activities and services
- 4.2 Ethical, Open and Transparent
 - codes of conduct
 - board operating framework
 - management statement/financial memorandum
 - declarations of interest
 - gifts and hospitality policy and guidance
 - publication scheme
 - public procurement process
 - prompt payment of suppliers
 - data protection.

4.3 Contributing to Communities

- accessible library services, delivered in an inclusive manner which are designed to help individuals and communities to fulfil their potential
- provision of local community facilities with welcoming staff, social and study space, stock, broadband and Wi-Fi
- information about volunteering available to staff and customers
- volunteer policy
- partnership policy
- health information and health literacy provision for customers.

4.4 Staff

- equal opportunities policy
- flexible retirement policy
- harassment policy
- staff support programmes
- career break scheme
- family friendly working
- nominated charity.

4.5 Supporting Diversity, Inclusion and Equality

- equality scheme (relating to the provision of services and employment)
- screening of policies
- equality impact assessments
- rural needs impact assessments
- annual equality report
- access to information in alternative formats
- access to services for all.

4.6 Minimising our impact on the environment

- environmental policy
- annual sustainability reporting
- responsible disposal of electrical equipment and compliance with the Waste Electrical and Electronic Equipment (WEEE) regulations
- travel scheme
- provision of communication systems to minimize staff travel
- energy certificates displayed in libraries
- provision of efficient ICT systems to minimize use of computer consumables
- provision of environmental information to library users
- health and safety policy
- risk assessment policy
- safeguarding policy
- smoke free workplace policy
- compliance with Government procurement policies and practices.