

Statement of Corporate Social Responsibility

Date: March 2026

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LIBRARIES NI

STATEMENT OF CORPORATE SOCIAL RESPONSIBILITY

1. INTRODUCTION AND PURPOSE

- 1.1 The term Corporate Social Responsibility describes corporate behaviours that not only deliver on business objectives and meet legal requirements but that also have a positive social impact.
- 1.2 This 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 relevant, accessible and inclusive library service making a difference to the lives of people and communities.

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 customers, the communities we serve, the colleagues we work with and the services we provide. We will provide a safe, friendly and welcoming environment, we will promote a culture of openness and transparency, respect diversity and treat our customers, staff and partners fairly.

Accountable – we are accountable, we will act with honesty and integrity and maintain high standards of governance, responsible leadership and efficient operations

Responsive – we are a progressive, forward-looking, learning organisation, responsive to our customers, open to new ideas and better ways to serve people 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 our customers.

3. OUR SOCIAL RESPONSIBILITY COMMITMENTS

- 3.1 We will operate in an ethical, open and transparent manner and 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 and Board Members 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 fair treatment and equal opportunities and will encourage the awareness and promotion of equality and inclusion in all of our activities.
- 3.6 We will work to ensure that the good, services and supplies we procure are sourced in ways which take cognisance of and respect the fundamental international standards against criminal conduct (bribery, corruption and fraud) and human rights abuse (including unsafe working conditions, slavery in modern times, inhumane treatment and child labour). To this end procurement activity will be guided by Centres of Procurement Excellence (CoPEs) and Northern Ireland Procurement Policy.
- 3.7 We will work to minimise the impact of our activities on the environment and to promote good practice in environmental matters.
- 3.8 We will support positive health and wellbeing for our customers and employees.
- 3.9 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. The following section, while not comprehensive, provides examples of supporting policies, procedures and processes.

4.2 Ethical, Open and Transparent

- Codes of Conduct (Staff and Board Members)
- Board Operating Framework
- Partnership Agreement (Libraries NI and DfC)

- Process relating to the Declarations of Interests
- Policy on the Provision and/or Acceptance of Gifts and Hospitality
- Libraries NI Publication Scheme
- Adherence to Public Procurement Process
- Prompt Payment of Suppliers
- Data Protection Policies and Procedures.

4.3 **Contributing to Communities**

- Accessible library services, 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
- Partnership policy
- Health information and health literacy provision for customers.

4.4 **Staff (Treatment and Working Arrangements)**

- Equal Opportunities Policy
- Flexible Retirement Policy
- Bullying and Harassment policy
- Staff Support Programmes
- Career Break Scheme
- Family Friendly Working Arrangements
- Nominated Charity.

4.5 **Supporting Inclusion and Equality**

- Equality Scheme (relating to the provision of services and employment)
- Screening of Policies (Equality and Rural Needs Impacts)
- Annual Equality Reports
- Access to information in alternative formats
- Access to services for all.
- Safeguarding Policy

4.6 **Minimising our Impact on the Environment**

- Environmental Policy
- Annual Sustainability and Energy Consumption/Carbon Generation reporting
- Responsible disposal of redundant electrical equipment
- 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
- Smoke Free Workplace Policy
- Compliance with Government procurement policies and practices.