



SCLS Quality Standards

Relationship

Relationship is the connection we have with our member libraries and with each other, developing over time.

- ✓ We treat our community with respect and dignity.
- ✓ We are friendly and fair.
- ✓ We are inclusive.
- ✓ We are trustworthy.
- ✓ We provide worry free service.

Helpfulness

Helpfulness underpins everything we do and entails providing the right information or solution to the right person at the right time.

- ✓ We are friendly.
- ✓ We are knowledgeable.
- ✓ We respond in a thoughtful way.
- ✓ We provide simple self-help options.
- ✓ We are straightforward.
- ✓ We are resourceful.
- ✓ We respond promptly.

Efficiency

Efficiency means utilizing time and resources effectively to produce accurate results in a cost effective manner.

- ✓ We work quickly but accurately.
- ✓ We create economies of scale.
- ✓ We strive for cost effectiveness.
- ✓ We identify the priorities.
- ✓ We plan out workflow.
- ✓ We offer continuity of service.

Creativity

Creativity means being open to all sorts of solutions, opportunities and ideas. We try new solutions and have the flexibility to assess and fine-tune as we proceed.

- ✓ We are proactive.
- ✓ We are attentive.
- ✓ We are innovative.
- ✓ We are continually learning.
- ✓ We are empowered to provide the best solution possible.
- ✓ We don't improvise.

“Helping our member libraries provide the best possible service to the public.”