



LIBRARIES  
LEABHARLANNA

CORK CITY COUNCIL | COMHAIRLE CATHRACH CHORCAÍ

## Literacy Friendly Statement and Policy

Cork City Council Libraries deliver a literacy friendly service. This means that we are aware of the literacy and numeracy needs of our users and patrons, and that we take account of these needs where possible. We will use plain English when we communicate with you.

### Delivering a literacy friendly service

Cork City Council Libraries recognize that many adults who use our services have literacy and numeracy needs.

We are working to

- **Remove** unnecessary literacy and numeracy related barriers to accessing and using our services;
- **Use** plain English in our written and verbal communications;
- **Ensure** our staff have the knowledge and skills needed to deliver a literacy friendly service; and
- Regularly **evaluate** and continually **improve** our literacy friendly service.