

Statement of Customer Service

'You have a right to expect certain basic standards of which we will provide'

Marketing and Evaluation

We will:-

- Ensure that you have access to all our services and know where they are available from
- Ensure our services will be responsive to your needs and ideas
- Provide comment forms in all our libraries for you to record your views and suggestions
- Respond to letters within five working days and send a full reply within 20 working days
- Conduct surveys of your opinions of the service and publish the results
- Produce an annual review of our performance giving details of our progress together with key statistics of our performance

The Library Service is responsible for Public Library provision across North East Lincolnshire. We want to provide the best possible service to all our users whether it be books, compact discs, videos, information technology, information or any of our other services.

Please help us to provide the best service to all our users by:-

- showing consideration to other library users
- behaving courteously and reasonably to our staff
- taking care of any material borrowed or used
- returning material borrowed by the due date or renewing by telephone, letter, fax or in person
- paying all fees and charges promptly
- We welcome comments or views on all our services. You can email us, tell a member of staff, fill in one of our comments forms, or write to:

Steve Hipkins
Director of Library Services
Central Library
Town Hall Square
Grimsby
DN31 1HG

This document sets out the basic standards which we are committed to maintaining. We hope it gives you a clear indication of the quality of service you will receive from us. We exist solely to provide a service to you and you have a right to expect the following from us:-

Access To Our Services

We will:-

- Provide a balance of daytime, evening and weekend opening
- Provide current opening hours notices and Fees and Charges notices which will be clearly displayed in all our libraries
- Provide libraries which are welcoming, clean and tidy
- Provide libraries which have quiet study areas and seating areas for browsing
- Provide material that is clearly guided and easy to find
- Work towards improving physical access
- Ensure items can be returned to any of our libraries
- Answer all telephone calls within 15 seconds

Stock and Information Services

We aim to:-

- Provide stock that is up to date and in good condition
- Provide a range of books and other materials to cater for your tastes
- Provide access, through the reservation system and interloan scheme, to any item that is not immediately available
- Provide at least a basic reference collection at each library
- Provide a comprehensive information service at the Grimsby Central Reference Library, including specialist collections (i.e. HMSO, British Standards)
- Provide current community information in all libraries, together with a copy of the local newspaper

We will:-

- Provide a friendly and helpful service at all times
- Ensure that you never have to wait too long to be served, and that you will be treated with courtesy
- Ensure, to that end that all our staff undergo Customer Care training to help them help you

- Make sure that if the person you talk to cannot answer your query they will put you in touch with someone who can
- Make sure that if we do not have the material of interest to you we shall endeavour to help you find suitable alternatives

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