Keyll Darree Customer Charter

Keyll Darree Library's information, and resource management team are committed to providing an excellent level of customer service to all of our users. We ensure this is maintained with regular reviews of our service, staff training, and the help of feedback from you, our users.

Our Customer Charter outlines the standards of service that we will provide to you.

Library staff are committed to:

- Provide a professional, informative, and personally tailored service to all library users.
- Process all user enquiries (such as resource location, use of databases) at the point of query, or provide a timeframe for response, as well as a clear explanation as to why there cannot be an immediate resolution.
- Give clear, and thorough information about the different resources we offer, their location, and how to find information within the service.
- Ensure that we provide the service you need, benchmarking ourselves against the North West Health Libraries in the UK to ensure we are providing a comparable service.
- Ensure – where possible – that eligible users have 24 hour access to library resources, and if this is not possible, that they are notified as soon as possible (such as in the case of emergency closures, generator tests, or power failure).
- Ensure that all Inter Library Loans are processed by our staff within 24 hours.
- Complete all requested literature searches within a two week period (or earlier)
- Ensure – where possible – that all "walk up" queries have a resolution within 24 hours
- Ensure a 3 day maximum turnaround for complex queries, staff will provide a timeframe, and keep users updated on progress.
- Offer a staffed counter between 09:00-17:00 Monday-Thursday, and 09:00-16:00 Friday, notifying users as soon as possible if there will be periods where the counter is unstaffed (due to meetings, scheduling, or other issues).
- Comply fully with all copyright legislation.
- Create, and maintain an environment conducive to study, group work, and information retrieval.
- Provide on, and offsite training within two weeks of request – or give a clear timeframe for provision if this is not possible.

Feedback

We value all feedback from library users. There is a suggestions box on the library counter, and feedback sheets are provided after each course. All comments and suggestions are reviewed by our team, and improvements are made as necessary.

You can also email us at librarykeylldarree@gov.im with any feedback or suggestions.

Correspondence

- We will respond to all letter correspondence within 7 working days of receipt – if we are unable to locate the answer during this time we will notify the questioner of the steps we are taking to resolve the query.
- All emails will be fully responded to within 2 working days – or an explanation of why if this is not possible.

Our Expectations

To ensure that we can provide you with the highest levels of customer service we expect that you will:

- Treat all staff members courteously.
- Respect copyright legislation at all times (a copy of which can be found on the board behind the photocopier).
- Respect other members of the library, ensuring the environment remains safe, clean, and calm.

Reviewed 29/11/16 Reviewed 28/04/2017