

CUSTOMER SERVICES STATEMENT

We will:	We ask you to:
<ul style="list-style-type: none"> • put our users at the centre of our service 	<ul style="list-style-type: none"> • treat library staff and other users with respect and courtesy
<ul style="list-style-type: none"> • treat users with respect and courtesy 	<ul style="list-style-type: none"> • carry your ID card at all times and show it to library staff on request
<ul style="list-style-type: none"> • provide the fullest possible service within the constraints of available resources 	<ul style="list-style-type: none"> • respect the needs of other library users and talk only in group study areas such as the learning zones
<ul style="list-style-type: none"> • assist users with disabilities 	<ul style="list-style-type: none"> • refrain from making or receiving phone calls in silent or quiet study areas
<ul style="list-style-type: none"> • provide customer care training for library staff 	<ul style="list-style-type: none"> • refrain from eating or drinking in library spaces (except Kimberlin Learning Zone, The Greenhouse and EW Learning Zone)
<ul style="list-style-type: none"> • publicise our opening hours and services and keep you informed of changes 	<ul style="list-style-type: none"> • take care of library stock and equipment
<ul style="list-style-type: none"> • provide feedback forms and carry out regular surveys of your views on the library service 	<ul style="list-style-type: none"> • make sure that all items which you wish to borrow are issued
<ul style="list-style-type: none"> • reply to signed feedback forms, normally within 7 working days 	<ul style="list-style-type: none"> • leave promptly when the closure bell rings
<ul style="list-style-type: none"> • use comments and survey results to improve our services 	<ul style="list-style-type: none"> • look after personal property - opportunist thieves are always about

STATEMENT OF EXCELLENCE IN CUSTOMER SERVICE

This statement has been compiled by gathering views from library staff.

- It states the approach to customer service taken by the Department
- It has been agreed by the Library's Senior Management Team
- It will be used for induction training for all new staff
- It is a benchmark for the approach which we take in serving our users.

Customer Service in the Department of Library and Learning Services will have the following features:

Staff are, first and foremost, welcoming and approachable.

The primary aim of staff is to be efficient and effective in all that they do.

A consistent approach is taken by all staff in dealing with users, so that rules and systems are applied in a consistent, friendly manner.

Boundaries between staff and users are maintained appropriately.

Students are given every possible support to learn how to use services and then encouraged to help themselves as appropriate.

Users are referred to a supervisor or other specialist in a timely and appropriate way.

All problems are noted and communicated verbally or in writing to the appropriate people so that they can be resolved or an appropriate response can be made.

Feedback from users is encouraged.

Complaints are perceived as useful feedback.