



Customer Care

We aim to:

- Make you feel welcome in libraries and assist you in your enquiries
- Treat you equally, fairly, with courtesy and according to your individual needs
- Maintain 'Investors in People' accreditation and train our staff to the highest standard
- Ensure that you do not have to wait for more than five minutes to be served
- Answer the telephone within five rings or 15 seconds and provide you with the name of the service and person answering your call
- Acknowledge receipt of correspondence within five working days if an immediate answer cannot be provided and respond fully within 15 working days
- Ensure that all staff wear an identification badge
- Respect your privacy at all times, comply with the Data Protection Act 1998 for personal information, and adhere to the Freedom of Information Act 2000 for all other information
- Ensure all new library staff and volunteers working with children, young people and vulnerable adults are checked by the Criminal Records Bureau

Your Views & Accountability

We aim to:

- Ask your opinion about our services, consult you on plans for improving the service and tell you how we performed against our standards
- Provide Comments, Complaints and Compliments forms in all the libraries to encourage your feedback
- Make information available, on-line and at our libraries, about standards of service you can expect, what standards we achieve, results of any consultations undertaken and information about our policies and priorities
- Check that we are meeting these standards each year and review this charter every two years

Further Information

If you would like further information about the library service or require this information in another format eg. large print, braille, on audio tape or in another language, please contact us:

Library & Information Service

Barrack Street

CV34 4TH

Email: librariesandheritage@warwickshire.gov.uk

Tel: 01926 410410

Fax: 01926 412471

Web: www.warwickshire.gov.uk/aboutlibraries

Specific services:

Library Services at Home	01926 412176
Mobile Library Service	01926 413472
Schools Library Service	01926 413461
Bookstart Helpline	01926 476940
Music & Drama Service	01926 412168



Customer Charter

Warwickshire Library & Information Service

Discover • Imagine • Learn • with libraries
www.warwickshire.gov.uk/libraries



*Working for
Warwickshire*



Warwickshire Library & Information Service

This booklet sets out our commitment to you and the standards that we aim to achieve in the services we provide.

We aim to deliver a Library & Information Service in Warwickshire that meets your needs, by providing and promoting access to books, reading for pleasure, information, learning and culture.

We intend to:

- **Listen to your feedback**
- **Make services easier for you to use**
- **Continually improve services**
- **Spend your money wisely to provide an excellent service**

In return, we ask you to:

- **Show courtesy and respect towards other library customers and staff**
- **Take care of library materials, equipment and facilities**

Access

We aim to:

- Provide information for you in person, by telephone, letter, fax, e-mail or via the internet, using plain English
- Ensure all our buildings are accessible and comply with Health and Safety regulations and the Disability Discrimination Act
- Provide access to our library catalogue via the internet to make it easier for you to find out what is in stock or request books or other resources
- Offer the flexibility of renewing books on-line or by telephone, and a free request service for books not immediately available if on shelf at another library
- Publicise our opening hours at every library and on our website, giving at least 3 weeks notice of any planned closures
- Offer alternative methods of access to services for those unable to visit a local library e.g. housebound and older people
- Provide a mobile library service to rural areas and to urban areas that do not have a library nearby
- Provide free access to computers and the internet that can be booked via the telephone or internet
- Provide access to comprehensive resources for learning and study
- Obtain 85% of items you request within 30 days

Resources & Activities

We aim to:

- Provide a wide range of books and materials for all age groups
- Provide magazines and newspapers, DVDs, videos, music CDs, talking books, local studies material, maps and plays in our larger libraries
- Provide material suitable for adults, children and young people in a variety of formats, which reflect the cultural and ethnic diversity of the community
- Add at least 90,000 new books and other items to library stock every year
- Promote reading and literacy for babies, children and adults through reading groups, and a range of activities and events
- Present displays, exhibitions and events promoting literature, reading, local studies, music and other topics
- Participate in national campaigns such as a Black History Month, Adult Learners' Week, Family Learning Week and the Summer Reading Challenge
- Provide a wide range of material about Warwickshire and surrounding areas
- Provide a wide range of learning opportunities for all ages
- Offer up-to-date community information on our website