

## CUSTOMER CHARTER 2008 – 2011

*An Chomhairle Leabharlanna is the statutory body which advises the Minister of the Environment, Heritage and Local Government and library authorities on the development of public libraries in Ireland and promotes co-operation through the Irish library and information services sector.*

### **Delivering Quality Service**

An Chomhairle is committed to providing a courteous, efficient, reliable, relevant, quality service to all our customers. This Customer Charter has been put into place to ensure these high levels of service are maintained and measured. To achieve this we undertake to meet the following service standards:

#### **Written correspondence**

- We will reply to your letters and emails within 2 weeks. If it is not possible to give you a full reply within this time we will give you an interim reply.
- All our correspondence will contain the name and full contact details of the person dealing with the matter.
- We will use clear simple language in all our correspondence with you.

#### **Telephone contact**

- Our target is to answer your telephone calls within 20 seconds.
- Staff will give their names when answering the telephone.
- If it is necessary to transfer your call to another staff member, we will tell you the name of the person to whom you are being transferred.
- If we cannot deal with your query on the spot we will take details and call you back.
- Voicemail facilities are available when the offices are closed and all messages left will be promptly dealt with when the office reopens.

#### **Calling in person**

- When you call to our offices we will ensure that all reception areas are clean and comfortable
- You will be met punctually on arrival
- You will be able to conduct your business in privacy

#### **Seirbhís Dhá Theanga/Bilingual Service**

Tá rún daingean againn caighdeán na seirbhíse a cuirtear ar fáil trí Ghaeilge a fheabhsú:

- Trí freagra a thabhairt ar chomhfhreagras sa teanga ina scríobhtar é.
- Trína chinntiú go mbéadh duine a bhfuil Gaeilge aige ar fáil dá'r dteileafónaithe.

#### **Unhappy with our Service**

If you are unhappy with the service you have received, please let us know. If we are at fault we will apologise and try to rectify the mistake as soon as possible. Complaints and comments may be addressed to the Customer Services Officer:

Annette Kelly, Customer Services Officer  
An Chomhairle Leabharlanna

#### **Consultation with Customers**

We receive regular customer feedback through ongoing contact with our customers, through policy meetings such as the *Branching Out* Steering Group meetings and through attendance at and hosting of seminars and conferences.

We invite you to give your views on our standards of service through any of our regular channels of communication.

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