

CUSTOMER SERVICE ACTION PLAN 2008 – 2011



An Chomhairle Leabharlanna is the statutory body which advises the Minister of the Environment 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.

Overview of An Chomhairle

Description and functions

An Chomhairle Leabharlanna was established under the Public Libraries Act, 1947. Its functions, as outlined in the Local Government (An Chomhairle Leabharlanna) Regulations, 1997 are as follows:

- to provide advice and assistance to local authorities in relation to the improvement of the public library service;
- to make such recommendations to the Minister for the Environment, Heritage and Local Government in relation to the public library service as it sees fit;
- to maintain and operate the Irish Central Library for Students established under Section 2 of the Public Libraries Act, 1947 and to promote and facilitate library co-operation.

Customers

Our customers therefore include Local Authorities, the Minister and officials of the Department of Environment and Local Government and other Government Departments, library information services within Ireland and in Europe and individual members of the public.

Services

An Chomhairle provides a wide range of services to local authorities in respect of library services, to the Department of Environment, Heritage and Local Government and to the public. Increasingly services are provided over the Internet and in electronic format to support the service offered to the public by library authorities. Full details are available under the services section of this Action Plan.

Administration Department

The Administration Department provides organisational and support services for An Chomhairle including:

- advising the local authorities and the Department of Environment, Heritage and Local Government in relation to Public Library Building Projects and other infrastructure as requested
- the provision, management and development of An Chomhairle's functions which relate to human resources, organisation, financial planning and control, health and safety, building management, information technology development.
- provides the secretariat to the Chairman and Members of An Chomhairle.

Contact Details:

Susan OToole

Administrative Officer

sotoole@librarycouncil.ie

Telephone: 6761167/6761963

Research & Information Department

The Research and Information Department provides research services and expertise to the other departments within An Chomhairle, public library authorities, the Department of the Environment and Local Government, librarians and others. The department maintains a research library for staff and visitors. The department also provides information services to library staff, information workers, students and the public by means of inter-personal contact and publications such as a monthly newsletter, current awareness services and a series of fact sheets

Contact Details:

Alun Bevan

Research and Information Officer

abevan@librarycouncil.ie

Telephone: 6761167/6761963

Library Co-operation Department

The Library Co-operation Department monitors and encourages cooperation and supports library services in all sectors through:

- co-operation between libraries on the island of Ireland with each other and with libraries in the United Kingdom, particularly in the areas of interlending and resource sharing
- staff training and development programmes
- European co-operation and research programmes

Contact Details:

Domitilla Fagan

Librarian

dfagan@librarycouncil.ie

Telephone: 6761167/6761963

Changing Libraries Department

Manages and co-ordinates the Changing Libraries programme for the development of electronic services in public libraries through:

- Digitisation and online access provision to historic datasets such as Irish Times Digital Archive and Griffith's Valuation
- Creation of and provision of access to local history content through www.askaboutireland.ie
- Creation of content to support the schools' curricula on the Student Zone of www.askaboutireland.ie
- European co-operation and research programmes and Culturenet.ie

Contact Details:

Annette Kelly

Assistant Director

akelly@librarycouncil.ie

Joan Ward

Executive Librarian

jward@librarycouncil.ie

Telephone: 6761167/6761963

Delivering Quality Service

An Chomhairle is committed to providing a courteous, efficient, reliable, relevant, quality service to all our customers. 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.

An Chomhairle Leabharlanna

The Library Council

53 & 54 Upper Mount Street

Dublin 2

info@librarycouncil.ie

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 insure 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

Information published by us

We produce a monthly news letter and a series of fact sheets on a number of services including public library address lists, you can receive copies by contacting the Research and Information Department.

We manage the www.library.ie website which publishes news and information about libraries in all sectors. The site is updated daily (on business days).

Our website www.librarycouncil.ie also contains information on our services. We are committed to updating our website on a weekly basis and as necessary.

Our website www.askaboutireland.ie contains information on the local studies collections of Irish public libraries.

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 and 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 and COLICO 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.

Training for staff

Appropriate training in customer service is a vital element in the delivery of an excellent service for our customers. It is An Chomhairle's policy to ensure that all staff dealing with our customers receives training in customer service.

<i>Services Provided</i>	<i>Contact</i>
<ul style="list-style-type: none"> - Library Building Projects - Library Automation Grants 	Annette Kelly akelly@librarycouncil.ie
Research and Information Department <ul style="list-style-type: none"> - Research library - <i>Irish Library News</i> - Online services - Annual statistics (actuals and estimates) for Irish public libraries <ul style="list-style-type: none"> ▪ www.library.ie ▪ www.librarycouncil.ie ▪ Public Library Buildings Database - Annual statistics (actuals and estimates) for Irish public libraries 	Alun Bevan abevan@librarycouncil.ie
<ul style="list-style-type: none"> - COLICO - CONARLS - NEWSPLAN - BorrowBooks.ie - Training and Placement 	Domitilla Fagan dfagan@librarycouncil.ie
<ul style="list-style-type: none"> - Public Library Research Programme - Libraries and Cultural Diversity - Taobh Tíre - EU Direct - Changing Libraries Programme - Cultural Heritage Project - EU Research Programmes - Culturenet 	Annette Kelly akelly@librarycouncil.ie Susan O'Toole sotoole@librarycouncil.ie Joan Ward jward@librarycouncil.ie
<ul style="list-style-type: none"> - Corporate publications, reports etc. - Public Library Staff Training and Development Programme - Web site development - www.library.ie - READISCOVER promotional campaign 	Brendan Teeling bteeling@librarycouncil.ie
<ul style="list-style-type: none"> - Grant Administration - Financial Administration - Human Resources Function 	Susan O'Toole sotoole@librarycouncil.ie

Mission Statement

“An Chomhairle Leabharlanna supports the continuing development of public libraries in Ireland and promotes co-operation in the Irish library and information services sector. We are committed to the enhancement of the role of libraries in the enrichment of our society.”