

Contacting the library service

In person

If you visit our libraries we promise to serve you promptly and effectively.

On the telephone

We aim to answer the phone after as few rings as possible, ideally less than three. If we can't help you straight away we will put you through to the right person or take your number and call you back.

By email

All emails to library departments receive an automatic confirmation that we've received it. We reply where we can or forward the email on to the relevant person. We aim to reply fully in five working days. If this is not possible, we will keep in touch and send a full reply as soon as we can.

By letter

We aim to reply to letters within three working days. If this is not possible we will acknowledge your letter and explain the delay.



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Plymouth City Council

