

Customer Service Promises

- We promise to make you feel welcome, and treat you with patience and respect.
- We promise to be easy to identify, efficient, knowledgeable and trained to help you.
- We promise to serve you promptly and effectively.
- We promise to agree with you the best way of meeting your needs if we can't give an answer immediately.
- We promise to help you find out about our services, and how to make best use of them.
- We promise to provide a wide range of services and items which are easily accessible to everyone.
- We monitor the quality of our services, and welcome your suggestions as to how we can improve.

If we have fallen below the standard you expect, please speak to a member of staff, or follow the comments and complaints procedure.

In return for serving you politely and fairly we expect that:

- You will behave in a reasonable manner in the library
- You will not use foul language, or make threats to library staff or other library users
- You will not be offensive or abusive to library staff or other library users

Please help us to help you



Inspiring and enriching lives
Visit us on the web at
www.plymouth.gov.uk/libraries
Plymouth City Council

