

# CUSTOMER CHARTER

Wiltshire Library and Information Service aims to provide a range of services to meet the particular needs of Wiltshire communities and individuals. As part of our continued policy of improvement in the quality of service, we regularly monitor against both national and Wiltshire Council standards. Each library has a general guide to the service for you to take away and we welcome your comments - via forms in the library and via email ([libraryenquiries@wiltshire.gov.uk](mailto:libraryenquiries@wiltshire.gov.uk)) – as well as directly to our staff, of course.

## Response

- For 90% of opening hours you should not have to queue at the returns counter for more than one minute and at the loans counter for more than two minutes.
- We will answer telephones within one minute.
- We will either answer or acknowledge general correspondence within 5 working days: in the case of the latter, a response will be provided subsequently within 10 working days from its receipt.
- Emails to the above address will receive an initial response within one working day.
- We hope that you will have no need to complain, but if you find it necessary to write a letter of complaint, we will respond within 3 working days.

## Community libraries

- Within available resources, community libraries will have opening hours suited to meet local needs, identified through consultation and patterns of use.
- Each community library will aim to provide a range of stock and services that reflect local needs, identified through surveys and feedback: staff welcome the opportunity to hear your views and aim to help you to make the most of your library.
- Wiltshire's request service is a top performer nationally, and whilst we cannot guarantee that every request can be satisfied, we aim to exceed the national targets of meeting 50% requests within 7 days, 70% within 15 days and 85% within 30 days.

## Children & Young People's Services

- Every library will have a collection of books and other resources specifically aimed at children & young people of all ages and abilities.
- We encourage a love of books and reading through activities and promotions designed for them.
- We support homework and information needs using books and electronic resources.

## Information

- All libraries will have a collection of reference books appropriate to their size and local demand, access to a range of online information resources and to the expertise of trained staff.
- A range of virtual library services and resources is accessible from customers' home, work and school computers via internet access – ask staff for your PIN.
- Our objective is to answer 8 out of 10 questions within one working day. We will keep you informed of progress on those that take longer. Enquiries can also be made using the above email address

## Mobile library opening hours

- Mobile libraries will serve mainly rural communities where there is regular demand from more than four people.
- All mobile libraries will have full disabled access.
- The stop time will be a minimum of ten minutes fortnightly, but will be based on the numbers using the stops.
- Extended weekly stops of not less than 1.5 hours will be introduced in larger rural communities according to demand and available capacity.
- Local councils and mobile library users will be consulted on changes to mobile routes and stop times.

## Your role as a library user

As part of our monitoring of services, we undertake a number of library surveys and public focus groups each year. We seek your co-operation and a few minutes of your time to inform us of your views.

**We guarantee a friendly welcome and will do our best to meet your needs.**