



Perth and Kinross Libraries & Information Services

Customer Charter

What you can expect from us

We are committed to ensuring every library member and visitor has a good quality experience when using the Libraries & Information Service. We will provide:

- *a friendly, safe and clean environment in which all are welcome;*
- *a broad range of good quality, up-to-date and well-maintained books, resources and information for loan as well as access to wider community information;*
- *excellent customer service from well-trained, informed and polite staff;*
- *enquiries will be handled professionally, efficiently and effectively;*
- *a well-publicised programme of events and activities to meet a broad range of reading interests which is responsive to ongoing customer feedback;*
- *annual information on our performance including the number of visitors and active users in the service and the levels of customer satisfaction we achieve.*

How you can help us

You can help us deliver an excellent service by:

- *treating staff and other library users with respect and consideration at all times;*
- *reading and following the Library's Terms and Conditions;*
- *taking care of library materials, equipment and property;*
- *keeping your membership details up-to-date.*

You can help us improve our services by giving your feedback when we have got things right or when we have got things wrong. You can do this in a variety of ways:

- *feeding back to staff directly;*
- *completing a comments card in the library;*
- *participating in surveys, focus and friends groups;*
- *emailing or writing to us at the address below;*
- *completing an online form at www.culturepk.org.uk*

If you are not satisfied with our responses or wish to make a formal complaint, you can email or write to us at the address below.

Libraries & Information Services

AK Bell Library

York Place

PERTH

PH2 8EP

Tel 01738 444949 • Email library@culturepk.org.uk

For more information visit www.culturepk.org.uk/libraries/