



**ARGYLL AND BUTE COUNCIL**

**Libraries**

**SERVICE STANDARDS**

**April 2016**

## **When You Meet With Us in Person**

We will:

- Have clear signs external on our library buildings, including a sign with the service's opening hours.
- Make our buildings accessible and easy to find.
- Have clear internally signage and shelf guiding in all our libraries.
- Be welcoming and courteous.
- Make sure our reception areas, including our main issue desks, are clean and tidy.
- Arrange an appointment with the right person for you.
- Take all steps to ensure your privacy and confidentiality.
- Display a staff picture board in the reception areas of our main libraries in Campbeltown, Dunoon, Helensburgh, Lochgilphead, Oban and Rothesay.
- Have up-to-date posters and leaflets on display.
- Wear name badges that include our name, service and corporate logo.
- Wear photo ID badges when we visit vulnerable people and/or groups.
- Commit to arranging community presentations to promote local library services. The main libraries in Campbeltown, Dunoon, Helensburgh, Lochgilphead, Oban and Rothesay will commit to at least 3 community presentations per year; the smaller community libraries in Cardross, Rosneath and Tarbert will commit to 1 per year.

## **When You Telephone the Service**

We will:

- Answer your call within 5 rings or provide a voicemail service and call you back.
- Give you our name and the name of the service.
- Try to resolve your query there and then.
- Return calls at a time to suit you during library opening hours.
- Be polite, friendly and professional.

## **When You Write, Email or Fax the Service**

We will:

- Acknowledge your enquiry within 3 working days of receiving it.
- Provide a full response to simple queries within 5 working days, or 15 working days for enquiries which require research. If we cannot answer your enquiry within these timescales we will let you know why.
- Use plain English in our reply and use a format or language which suits your needs.

- Provide the name, office address, telephone number and email address of the person dealing with your enquiry.
- Ensure that there is a photo ID attached to our MS Outlook email accounts (this applies only to internal council emails).

## **Service Standards**

We will:

- Provide a comprehensive library and information service to all those who live, work, study or visit Argyll and Bute.
- Treat all library users fairly and courteously.
- Achieve 90% of our published opening hours in all libraries.
- Open and close promptly at our published times.
- Review the opening hours of all our libraries every 5 years to see if local improvements can be made.
- Provide a comfortable and safe environment for our customers.
- Deliver library services in line with appropriate legislation (eg. Disability Discrimination Act).
- Provide the best possible service at all times.
- Provide a full and comprehensive request service in all our libraries.
- Aim to achieve an average time of 30 days to supply a requested item.
- Ensure that health and safety procedures are followed at all times.
- Consult with our communities annually about our service.

## **Resources**

We will:

- Provide and promote a range of print, audio-visual and electronic material to meet the educational, recreational and informational needs of our local communities.
- Promote the wide range of services available at all our libraries by publishing membership packs.
- Provide large print books and a talking book service in every library.
- Provide and promote services to children and young people.
- Provide relevant and up-to-date reference material in electronic format.
- Provide local, community, council and general information that is relevant and up-to-date.
- Provide clean, well-organised and up-to-date stock.
- Promote the service through a range of events, activities and exhibitions.
- Provide access to the complete lending and reference stock of Argyll and Bute Libraries through the online catalogue.

- Provide at least one computer or ICT device in each library dedicated solely for access to the libraries online catalogue and other reader development websites.
- Supply requested items from our own stock, by stock purchase or from inter-library loan. If this is not possible, we will give a reason.
- Provide computers with safe and secure internet access in line with our ICT Acceptable User Policy.
- Provide a local studies, family history and archives service.

## **Staff**

Our staff will:

- Be trained to carry out their duties efficiently and competently.
- Be trained in customer care to give a high quality service to library users, responding to customers in a friendly and efficient manner.
- Be easily identifiable through wearing name badges and be smart in appearance by adhering to the service's dress code.
- Keep noise levels at the main library issue desk to a minimum, including not answering personal mobile phones in the public areas of the library.
- Interact with customers as much as possible away from the main issue desk.

## **Performance**

We will monitor and publish our performance against these standards on a quarterly basis. Information regarding our performance will be made publically available in all libraries and online via the library webpages.

## **Your Comments**

If you would like to comment on our service standards or make suggestions on how we can improve our service please complete a Comments Form available in any of our libraries or write/email to the address below.

## **Complaints**

If you have a formal complaint about any aspect of our service please complete the Argyll and Bute Council Complaints Leaflet available in any of our libraries or fill in the online form available from the Council website. Complaints can also be submitted in writing to Argyll and Bute Council, Kilmory, Lochgilphead PA31 8RT; by telephone to 01546 605516 or via email to [complaints@argyll-bute.gov.uk](mailto:complaints@argyll-bute.gov.uk) .

## **Contact Details**

Argyll and Bute Libraries  
Library Headquarters

Highland Avenue  
Sandbank  
Dunoon  
PA23 8PB

Email: [libraryhq@argyll-bute.gov.uk](mailto:libraryhq@argyll-bute.gov.uk)

Telephone: 01369 708664

Fax: 01369 705797