

Derbyshire Libraries Customer Promise

All customers have the right to expect high standards of service from their local Derbyshire library. We promise to provide:

- Welcoming libraries where you will be served by helpful and courteous staff. All staff will wear name badges whenever they meet you and they will give you their names if you telephone or write to us.
- Free library membership to all people who live, work or study in Derbyshire as well as to visitors
- A range of services and materials that are appropriate to everyone within Derbyshire, reflecting the diversity of local communities.
- Access to libraries and mobile libraries during the advertised hours of opening.
- Services delivered to you at home if you are unable to visit a library on either a temporary or a permanent basis, particularly if you are elderly, disabled or sick.
- A high quality service that is maintained by regular monitoring
- A challenging range of service standards that will be publicised in all libraries
- An acknowledgement or reply to all comments, letters and emails within 3 working days. You will receive a full reply within 10 working days unless the reply requires research when we will send a full reply within 20 working days.

Please help us to help you

- Treat staff with respect and courtesy
- Take care of all library resources
- Return or renew items by the due date
- Remember your library ticket when borrowing items
- Comply with our acceptable use policy when using a computer
- Please tell us if we have made a mistake



INVESTOR IN PEOPLE

