

Environment and Cultural Services Libraries

Customer Service Standards

You can expect us to:

- Provide high quality responsive and effective services
- Deliver services to you by trained, knowledgeable, identifiable and professional staff in a courteous and efficient manner
- Treat you fairly and welcome you to our services promptly and politely
- Be open, honest and accountable
- Provide clear, accurate and up-to-date information regarding our facilities and services, in a range of formats to meet your individual needs
- Actively seek your views and opinions to help us improve our services
- Report on the findings and feedback to you any changes to services

In our libraries you can expect us to:

- Provide a wide range of books, information and other resources, which are up to date and in a good condition.
- Provide a choice of where, when and how customers may access our libraries.
- Provide specialist advice in order to guide customers to the most appropriate information according to their needs.

The Environment and Culture Directorate provides services that impact on the whole community.

These standards have been developed to let you know the quality of services you can expect from us.

These standards have been formulated in conjunction with Herefordshire Council's Corporate Customer Service Standards and Core Values.

From you the customer, we ask you to respect and give consideration to our staff, other customers and the facilities we provide.