

## **CUSTOMER CARE READING ROOMS AND ENQUIRY SERVICE**

### **Our commitment:**

#### **Our service will be prompt and efficient**

- We will seek to offer you initial assistance at the service desks within one minute
- We will seek to answer telephone calls after no more than 7 rings
- We will make every effort to rectify problems of our making
- We will provide clear information in Welsh and English in a range of formats

#### **Our service will be professional and courteous**

- We will seek to serve you in a courteous and friendly manner
- We will ensure that we are trained to give you appropriate advice
- We will keep your personal information confidential in accordance with the Data Protection Act 1998
- We will comply with any relevant legislation pertaining to copyright and freedom of information
- We will seek to refer you to other sources of information if we cannot answer your enquiry here

#### **Our service will be reliable and consistent**

- Our premises will be open during advertised hours
- Our website and online services will be available as much as possible
- We will seek to provide adequate staffing of our services within available resources from public funds
- We will provide a safe and clean environment
- We will seek to regulate noise within the Reading Rooms
- We will ensure that equipment is working and that faults are rectified as soon as possible
- We will provide correct and up-to-date information and guidance
- We will give reasonable notice of any change in the service hours

#### **Our service will be responsive**

- We will respond to the comments we receive where contact details are available within 10 working days
- We will hold surveys throughout the year and report the findings in our blog or via social media
- We will provide comments forms at every service point

## **Our service will be fair to everyone**

- We are committed to providing the same level of service to all users
- We will make every effort to meet the needs of users who require special assistance
- We will ensure that staff are trained to understand matters relating to disabilities of all kinds

## **Our targets**

- We will provide you with an immediate acknowledgement of any communication received via e-mail
- We will aim to respond to enquiries by letter, e-mail, phone or fax within 10 working days of their receipt at the Library. We will aim to answer more complex enquiries, including Freedom of Information enquiries, within 20 working days
- We will aim to deliver 90% of items requested in the Reading Rooms within 45 minutes of their being ordered on Mondays to Fridays
- We will aim to deliver material in the Viewing Room of The National Screen and Sound Archive within 5 working days
- We will aim to respond to complaints in writing within 10 working days

## **If you have a complaint or suggestion**

- You are welcome to submit comments or complaints verbally to the senior staff on duty
- You are also welcome to complete a comments form. Forms are available at every service desk. You will receive an acknowledgement of your comment within 5 working days and a full reply from a member of the Library's Executive Team within 10 working days
- If you wish to write to us, please address your comments to:

Chief Executive and Librarian  
The National Library of Wales  
Aberystwyth  
Ceredigion  
SY23 3BU

## **What we ask of you**

- Please be clear in your communication  
Please comply with Library rules
- Please treat our staff and other visitors with respect

**General Opening Hours**

Monday - Friday 9:00 - 18:00

Saturday 9:30 - 17:00

Reading Rooms

Monday - Friday 9:30 - 18:00

Saturday 9:30 - 17:00

The Reading Rooms are closed during public holidays.

**Exhibitions**

Monday - Saturday 9:30 - 16:30

**The National Screen and Sound Archive of Wales (now within the North Reading Room)**

Monday - Friday 9.30-18.00

**Pen Dinas Restaurant**

Monday - Friday 9:30 - 16:30

Saturday 10:00 - 16:00

**The Library Shop**

Monday - Saturday 9:30 - 17:00

For more information call 01970 632 800