



Education & Social Care  
Libraries & Information Services

# Libraries & Information Services

## Customer Service Standards

- We will offer high quality and value for money services through our libraries and heritage centre.
- We will ensure that all of our facilities are friendly and inviting in appearance and acts as a focal point of its community.
- We will consult and work with you so you can tell us what you want the services to do for you.
- We are committed to improving the efficiency of the services and to using the most appropriate methods.

### We will ensure that:

- Our staff are welcoming, identifiable and trained to provide information, advice and assistance in a helpful and professional manner.
- Services are appropriate to meet the needs of each community.
- Accurate up-to-date information about our services, opening hours and charges is available.
- All enquiries are dealt with in a prompt and efficient manner and if we cannot find the information you want we will inform you.
- Our buildings and equipment are clean, tidy and well maintained.
- Every library is clearly signposted, with appropriate guiding inside to allow for informed and efficient access to facilities and services.
- Regular user surveys and service monitoring are carried out to meet the needs of the community.
- Comments and complaints are dealt with promptly according to The Moray Council's approved procedure.
- We tell you on an annual basis how well our services are performing.



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