

Bedfordshire County Council Libraries

Putting the customer at the heart of everything we do

Our promise to you

We will put you, the customer, at the heart of everything we do so that we can deliver professional, efficient and high quality services.

We will:

- be honest and open;
- take responsibility for our actions;
- provide information quickly and politely; and
- help anyone who contacts us

Access to our services

We will aim to make our services easily accessible to as many of you as possible through a network of libraries and by using up-to-date technology including our Virtual Library.

For information on our services, opening hours and how to join visit our Virtual Library at www.bedfordshire.gov.uk and click Libraries; phone 01234 350931; or visit one of our libraries.

You can also use our “contact us” section on the Virtual Library or email us at BedfordshireLibraries@bedscc.gov.uk if you want to send us any comments, suggestions or complaints about our services.

If English is not your first language the County Council can offer a full translation or interpretation services for all the information we produce.

We will try to arrange a home delivery service to you if you are housebound.

In all your dealings with us you have the right to:

- see personal information we hold about you, under the Data Protection Act 1998; and
- ask us for any information we hold that may be available under the Freedom of Information Act 2000.

Our standards of service

We aim to provide you with the friendly and efficient levels of service that you expect.

If you phone your local library, we will:

- answer your call as quickly as possible;
- greet you in a professional and friendly manner;
- ask if you want to speak to someone else or leave a message if the person you are calling is not available;

- answer your query immediately or where this is not possible return your call within two working days; and
- always tell you when you can expect a reply from us.

When you visit one of our libraries we will:

- greet you in a polite and friendly manner;
- make sure you do not have a long wait to return or borrow books and other items; and
- make sure that you are seen by a member of staff who is able to deal with your enquiry or request

If you write to or e-mail us, we will:

- confirm that we have received your e-mail within 2 working days;
- aim to reply to your e-mail or letter within 5 working days;
- tell you if we cannot reply within 5 working days, explaining when you can expect a full response from; and
- reply using plain, jargon free language

In our dealings with you, we will:

- treat any information you give us on a strictly confidential basis, within the law;
- treat you fairly and not discriminate against you;
- respect your privacy;
- give you a clear, accurate and helpful reply;
- explain clearly what we will do next, and by when;
- explain clearly what you need to do next, and by when; and
- be polite and professional at all times

Our commitment to equality

We are against all forms of unlawful or unfair discrimination on the grounds of a person's:

- religion or belief;
- colour;
- race;
- ethnic background;
- age;
- gender;
- marital status;
- sexual orientation; or
- disability

The County Council has developed policies to support our values, including:

- a race equality scheme;
- a disability equality scheme;
- a corporate equality and diversity policy and action plan; and
- a gender equality scheme

You can get copies of these documents on the Council's website or by phoning County Hall on 01234 363222.

Keeping you informed about our performance

We will regularly consult you to see how satisfied you are with our overall service and, in particular, with your individual service needs.

We will publish the results of these consultations in our libraries and on our Virtual Library and keep you regularly informed about our performance against our service delivery targets.

Our complaints and compliments procedure

We aim to answer and satisfy any complaint that you may have and we welcome your suggestions on how we can improve our services.

We also welcome any compliments that you may have about our services and our staff.

To make our complaint process easy to use, the County Council has developed a three-stage procedure. You will find this on the Council's website and also on leaflets that you can get from any of our libraries or by phoning us.

What we ask of you in return

We value our employees and aim to provide an environment in which they can progress and enjoy delivering the highest possible levels of service to all our customers. To help them do this, we ask that you:

- are fair, honest and open in all your dealings with us;
- give us all the information we need to deal with your enquiry or issue;
- treat our employees with respect;
- be patient if your query or issue takes us a few days to deal with; and
- give us honest, constructive feedback that we can use to improve our services in the future