

## Customer Charter for Libraries and Archives

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### Corporate Customer Charter

#### How we work

Everything we do as a council, and as individuals working for the council, should be guided by our values. They sum up the type of council we want to be. They also help our customers know what to expect from us.

#### FRESH values

Lambeth Council's values have been identified in consultation with staff and customers – they are:

- Fairness
- Respect
- Excellence
- Service
- Honesty

#### Fairness means:

- Always treating our staff and our customers fairly and equally
- Never putting personal interests above public duty
- Allocating resources fairly and pursuing equal employment policies.

#### Respect means:

- Respect for the individual and the differences between individuals
- Treating everyone with equal courtesy at all times
- Consulting our communities so we understand their diverse needs
- Valuing our staff and aiming for the best possible terms and conditions, working environment and training.

#### Excellence means:

- Improving services to attain equally high standards for all customers
- Supporting and recognising staff who provide excellent services
- Members and staff working together to achieve excellence.

#### Service means:

- Commitment to public service
- Ensuring that customers receive the services they want and need
- Putting customers' needs before the needs of staff or members
- Recognising and responding to the concerns of our staff.

#### Honesty means:

- Being open with staff and customers about how we work and how we make decisions
- Fighting fraud, dishonesty and discrimination in the borough and in the council.

These values have meaning for all of us – members, staff, partners and the public. It is important that we take account of them in everything we do – from our business plans to our day-to-day contact with customers and each other.

### **Customer care – customers first**

Your manager should clearly explain to you the range of services Environment and Culture provides and how your job fits into this, along with an overview of the council's other departments. You may have external customers, for example residents, or internal ones, such as colleagues, who use the service you provide. The council has a set of customer care standards that all staff must follow:

#### **In our receptions and front line offices we will:**

- Let customers know how long they may have to wait if they don't have an appointment
- See customers on time if they have an appointment
- Wear a name badge
- Publish our opening hours, telephone numbers, email addresses and website information for customers to contact us
- Have a supply of complaint leaflets available.

#### **When we speak to customers we will:**

- Be polite and courteous
- Welcome them
- Treat them with respect, as we would like to be treated
- Listen
- Give them our help
- Give our name.

#### **When customers phone us we will:**

- Answer the phone within five rings
- Return calls by the next working day if a message is left on an answer phone or voicemail
- Take a brief message for colleagues who aren't there. The message needs to include the name of the caller, their phone number, the date and time they called and a short note of what the call was about
- Provide an alternative number on our answer phone message if it is taking our calls.

#### **When customers send us letters, faxes and emails we will:**

- Provide a full response within ten working days. If we cannot reply in full, we will write and let them know why.
- We will also let them know when they can expect a full response – for emails we will let them know this within three working days of receipt of their original email.
- End emails with our name, job title, telephone and fax numbers, address, email address and website

## **Customer charter for Libraries and Archives**

We want everyone in Lambeth to receive a high quality service. Our charter sets out the standards we aim to achieve. It also tells you what to do if you want our service to change or improve.

### **Accessible and welcoming**

- Library access and membership is free to all.
- Our network of 9 libraries and mobile library means that 99% of households are within one mile of a library service. Items can be borrowed, returned or renewed at any library.
- Opening times are planned to meet the needs of local communities. We will consult local people before making any changes.
- Our services will reflect the cultural and linguistic diversity of local communities.
- By 2012 all our premises will have ramped or level access, and will be equipped with a hearing loop. We are committed to making our services fully accessible to people with disabilities. By 2012 all our staff will have received Disability Awareness Training and are always pleased to provide assistance.
- We will provide a delivered Home Library Service for anyone who is unable to visit a library in person, owing to age, illness or disability.

### **A quality service**

- You will be served by helpful and courteous staff wearing identity badges, who have received training in customer care.
- We will aim to answer all telephone calls as promptly as possible.
- Our libraries will supply 50% of requested books and other items within 7 days, 72% within 15 days, and 85% within 30 days.

### **Consultation and feedback**

- Your ideas and opinions will help us improve our services. You can speak to a manager or fill in a Customer Comment Form.
- You will receive a full reply within 10 working days, and if specialised research is required, you will be informed how long this will take.
- Our Complaints Procedure is displayed in every library.
- By 2009 we will survey the satisfaction levels of adults and children using all our services at least every 2 years, and publish the results. Our performance will be checked against the standards in this charter, and the results published.