

## **GMIT Library Customer Service Standards**

~ GMIT Library is the main source of library and information services for the students and staff of GMIT and to the general public who avail of our services.

Our mission is:

*‘to promote a learning culture within GMIT by acquiring, organising, disseminating and providing access to learning resources and services in a congenial environment. The library will support teaching, learning, research and regional development by providing a customer based service to our students, staff and stakeholders’.*

(GMIT Library Strategic Plan, 2006-2011)

~ The Library is committed to providing an excellent service to our users. Our service should be friendly, accurate, helpful and courteous. It should reflect the needs and expectations of our users.

~ Our service is based on the following standards in the categories of:

1. Personal service in the library
2. Service by correspondence
3. Service by telephone
4. Service by email
5. Equality and diversity
6. Electronic services
7. Customer service complaints
8. Customer service feedback



### 1. *Personal service in the library*

If you require service in the library we will:

- ☞ Respond to a user's query as quickly as possible
- ☞ Respond in a courteous and friendly manner
- ☞ Supply as much accurate and clear information as is needed
- ☞ Refer a query to another staff member if further assistance is required

### 2. *Service by correspondence*

If you use our services via letter or fax we will:

- ☞ Respond by telephone or by correspondence within 3 working days
- ☞ Supply the required information or assistance within that timeframe
- ☞ Ensure that all correspondence includes the relevant staff member's contact details

### 3. *Service by telephone*

If you contact us by telephone we will:

- ☞ Answer the call promptly
- ☞ Reply to voicemail messages within 1 working day
- ☞ Respond in a courteous and friendly manner
- ☞ Identify ourselves by name and area of work
- ☞ Follow up promptly with any additional information required
- ☞ Ensure that staff voicemail messages are accurate and updated regularly

### 4. *Service by email*

If you contact us by email we will:

- ☞ Respond within 1 working day
- ☞ Respond within 2 hours to *Ask A Librarian* queries during office hours
- ☞ Refer query to another staff member if required



### *5. Equality*

We will:

- ↻ Respect the diversity of our patrons
- ↻ Deliver our services in an impartial manner to all our patrons
- ↻ Aim to provide access to all our services for patrons with disabilities

### *6. Service in the Irish language*

We will:

- ↻ Meet our commitments under the Official Languages Act, 2003
- ↻ Provide library forms in both English and Irish

### *7. Customer Service Complaints*

- ↻ If our customer service does not meet our own standards, please let us know
- ↻ Complaints will be dealt with in a prompt and impartial manner

### *8. Customer Service Feedback*

- ↻ In an effort to monitor and improve our customer service, we would appreciate feedback on how we are doing
- ↻ A Customer Service comment card is available at the library desk
- ↻ Our customer service standards will be monitored and updated annually



