

General Enquiries

Service Definition

General enquiries received in person or by telephone will be dealt with immediately unless they need to be forwarded to another department or require the assistance of a specific member of staff who is not available.

General enquiries received by email will be sent a response or will be forwarded to the relevant person or department within two working days.

General enquiries received via Twitter may be responded to in a direct message unless the reply would be beneficial for all followers to see and provided that this would not reveal any personal details or confidential information. Where information exists in another format, such as a Word document or PDF, this would need to be sent by email.

Monitoring Process

Library staff email accounts and the general library email account will be monitored multiple times each working day to ensure that enquiries are read and responses are sent in a timely fashion.

Voicemail messages will be checked on the library telephone multiple times each working day and calls will be returned to respond to queries.

Library staff will discuss frequently asked questions at team meetings to decide if there is a more effective way of providing certain information.

Performance Indicators

Feedback received from library users via any media.

What we expect from our users

To read the information contained within the welcome email that we send following registration.

To ask about the conditions of specific library services in advance of needing to use a particular service.

Policy Reference

General Enquiries v10

Review Schedule

Every six months.

Next review date: May 2021