

General Enquiries

Service Definition		What we expect from our users	
<p>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.</p> <p>General enquiries received by email will be sent a response or will be forwarded to the relevant person or department within two working days.</p>		<p>To read the information contained within the welcome email that we send after a person has registered with us.</p> <p>To ask about the conditions of specific library services in advance of needing to use a particular service.</p>	
Monitoring Process		Performance Indicators	
<p>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.</p> <p>Library staff will discuss frequently asked questions at team meetings to decide if there is a more effective way of providing certain information.</p>		<p>Feedback received from library users via any media.</p>	
		Policy Reference	
		<p>General Enquiries v7</p>	
		Review Schedule	
		<p>Every six months.</p> <p>Next review date: June 2019</p>	