



Leabharlann
Náisiúnta
na hÉireann
National Library
of Ireland

Customer Service Action Plan



1	Quality Service Standards	The National Library of Ireland will publish and display a Customer Charter for our users. The Customer Charter will be available on our website (www.nli.ie) and in all National Library premises
2	Equality, Diversity and Inclusion	<ul style="list-style-type: none">• We will ensure that all users and staff are treated equally and in accordance with the provisions of equality legislation and the NLI Diversity and Inclusion Policy• Equality, Diversity and Inclusion are strategic priorities for the National Library of Ireland and we welcome feedback on Diversity and Inclusion in the National Library at: diversity@nli.ie• We will proactively engage with groups who are under-represented in our collections, exhibitions and services in order to increase diversity in the National Library• We will promote staff awareness of equality, diversity and inclusion through information sessions and training
3	Physical Access	<ul style="list-style-type: none">• A major renovation of the National Library's historic main building is underway with a priority goal of equal and universal access for all• We will regularly review the NLI Health and Safety statement and ensure compliance with relevant legislation and adequate safety procedures are in place• We will regularly monitor the National Library of Ireland's premises to ensure we are providing the best possible physical access to all our buildings

<p>4</p>	<p>Information</p>	<ul style="list-style-type: none"> • We will ensure that the information provided on our website is up to date and accurate, and accessible for everyone • We will provide full, accurate and timely information about our programme of events and exhibitions on our website, via our opt-in newsletter and in print in our What's on Booklet • We will provide timely and accurate information via our social media channels including Twitter, Instagram and Facebook
<p>5</p>	<p>Timelines and courtesy</p>	<ul style="list-style-type: none"> • We will deliver all services in a courteous manner and promote mutual respect between staff and library users • We will acknowledge all correspondence within 10 days of receipt and where possible provide a substantive response within 20 days of receipt • We will keep users informed of progress if the period required to provide a response to their query is outside the 20 day deadline • We will include contact details on all written and email communications • We will apply automatic 'out of office' email notifications and voicemail messages during staff absences
<p>6</p>	<p>Complaints</p>	<ul style="list-style-type: none"> • We will ensure that complaints are dealt with promptly, fairly and impartially • Complaints can be directed as follows: Email: feedback@nli.ie Post: Feedback, National Library of Ireland, 7-8 Kildare Street, Dublin 2, D02 P638 Telephone: 01 6030 244 • We will ensure that all complaints are acknowledged within 10 working days of receipt • We will aim to resolve all complaints within 20 working days • We will consistently review user feedback to improve service delivery
<p>7</p>	<p>Appeals</p>	<ul style="list-style-type: none"> • We will ensure that users are aware of their right to appeal to the Director of the National Library • If your complaint is upheld, the National Library will aim to rectify it as quickly as possible • If the complainant remains dissatisfied, we will advise you of your further right to refer the matter to the Office of the Ombudsman
<p>8</p>	<p>Consultation and Evaluation</p>	<ul style="list-style-type: none"> • We will provide an email address inviting feedback (feedback@nli.ie) on our website and emails will be responded to within 10 business days • We will evaluate our performance regularly against our strategic goals • We will conduct regular user surveys and commit to improving services based on user feedback • We will engage in regular dialogue with our users via our communication channels including our general email service, telephone enquiry service and social media channels

9	Choice	<ul style="list-style-type: none"> • We will facilitate choice for our users in accessing information and services through a range of locations and online and in person services • We will offer a broad programme of exhibitions, events and educational programmes for our users • We will make full use of new and emerging technologies to broaden the choice of services and ways that users can engage with Library collections and services
10	Official Languages Equality	<ul style="list-style-type: none"> • We will comply with our obligations under the Official Languages Act 2003 • We will publish all major publications including strategies, policies and annual reports in Irish and English • We will reply in Irish to all correspondence received in Irish • Our main signage in our buildings will be in both official languages
11	Better Co-ordination	<p>We will continue to develop strong relationships and work constructively with all partners in our tradition of collaboration and partnership to ensure ongoing improvements in the delivery of excellent user services.</p>
12	Internal Customers	<ul style="list-style-type: none"> • We are committed to recognising our staff as our internal customers and appreciating the critical role that they have in contributing to the Library’s success, particularly delivering the highest quality service possible to all of our users • We will ensure that our values of being welcoming and helpful, open, equal and inclusive and supportive and collaborative are upheld and encouraged across the workplace • We will create a working environment in which diversity is respected and valued • We will identify learning and training opportunities for our staff to enhance the development of our organisation

Contact us

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To ensure this charter continues to reflect community needs and expectations, it will be reviewed regularly for currency and a major review will be undertaken every three years

The National Library of Ireland is subject to Freedom of Information legislation. Any freedom of information queries can be addressed to foi@nli.ie

The National Library of Ireland is subject to Data Protection legislation. Any data protection queries can be addressed to dataprotection@nli.ie