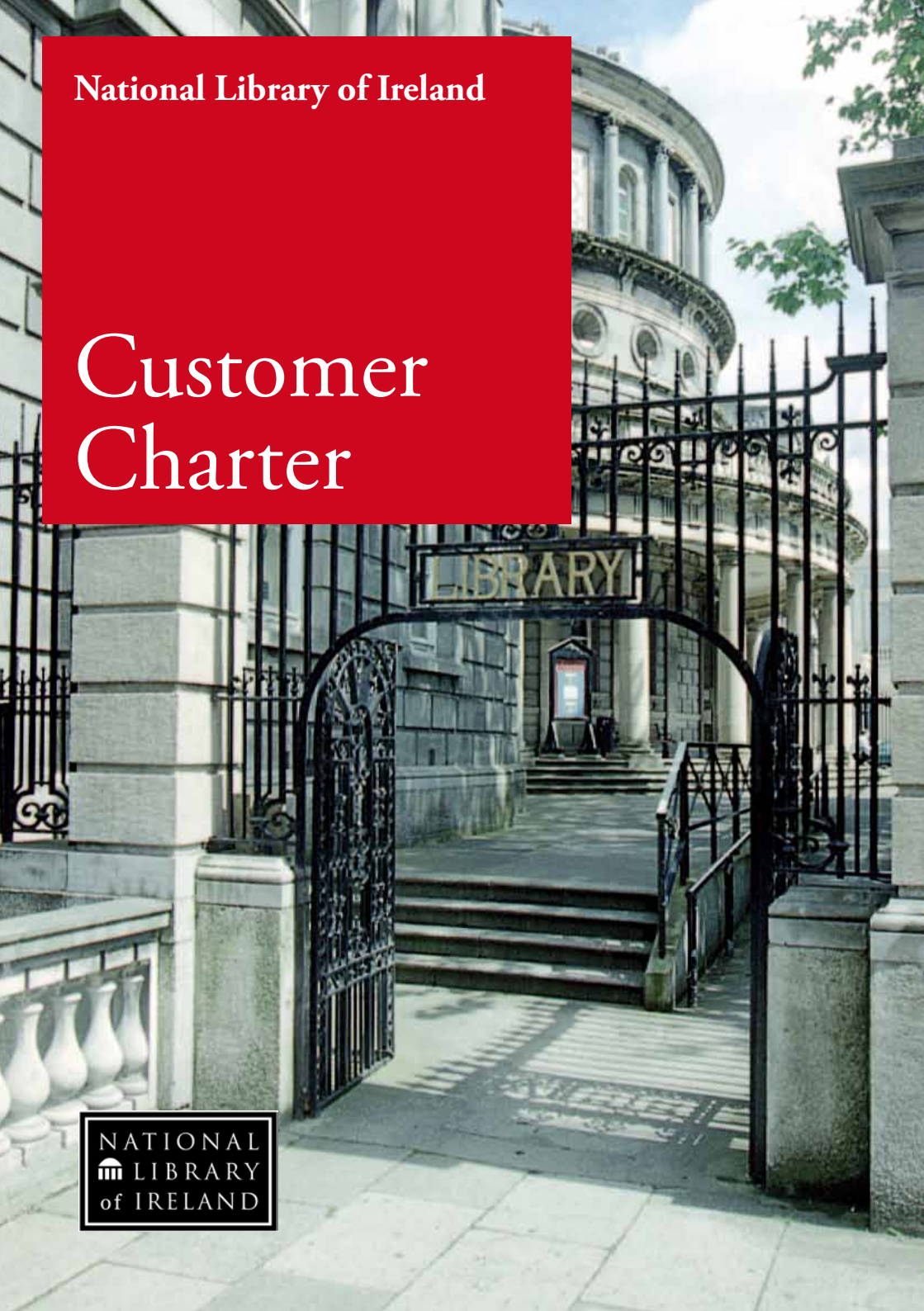


National Library of Ireland

Customer Charter





Our Mission:

To collect, preserve, promote and make accessible the documentary and intellectual record of the life of Ireland and to contribute to the provision of access to the larger universe of recorded knowledge.

This Charter sets out the standards of service you are entitled to expect from us. In delivering this service the Library will:

- > Treat you with courtesy, professionalism and efficiency
- > Communicate with you in clear, straightforward language
- > Welcome all your suggestions and comments
- > Provide an environment which is conducive to study and research
- > Deal promptly and appropriately with complaints.

Consulting our collections

Services which facilitate access to our collections [including the provision of catalogues and finding aids, the retrieval of material, a reprographic service and an information and reference service] are delivered in our Reading Rooms and other public areas. We also provide an information service by correspondence, telephone and email.

Reading Rooms

Our targets are:

- > Delivery of material stored onsite within 15 minutes of the user's request*
- > Delivery of material stored offsite by early afternoon on the day of retrieval
- > Efficient and courteous provision of accurate information
- > Issuing timely information about unavoidable interruptions to services.

Reference and Information Services

To help you access our collections and become familiar with our catalogues, finding aids and other services our staff will:

- > Process your initial enquiry and/or readers ticket application promptly and with courtesy
- > Provide up to date information leaflets on our collections and services
- > Help you become self-sufficient in using the Library by explaining the catalogues and assisting you in locating relevant material

* For manuscript delivery times please consult our website www.nli.ie

- > Deal efficiently and accurately with routine enquiries at the reference desk in the Reading Rooms
- > Assist you in using online information services
- > Ensure equipment is in working order.

The Duty Librarian or Archivist will:

- > Answer your enquiries in person by telephone, fax or email
- > Provide clear and accurate information on our collections, catalogues and finding aids and Library services on request
- > Respond to requests for simple factual information within two business days
- > Provide an efficient telephone service.

Genealogy Advisory Service

Staff in the Genealogy Service will deal courteously and in confidence with personal callers seeking advice on family history research in Ireland.

Reprographic Services

The Library provides a range of copying services including self-service copying. We will:

- > Process your order within the agreed time frame
- > Explain fees payable for copying services
- > Regularly review fees to ensure they are fair and appropriate
- > Assist you in using self-service printing facilities
- > Respond promptly to equipment failure.



Education and Outreach

We will interpret our collections and make them accessible through:

- > Exhibitions – on site, travelling, online
- > Publications
- > Seminars and other activities
- > Special public events
- > Library tours and talks.

Website

The Library's bilingual website (www.nli.ie) is one of our primary channels of communication providing information on our collection and services. We will listen to your comments on the quality of the website and continue to improve it to meet our customers' requirements. Our website will be:

- > Current
- > User-friendly
- > Compliant with accessibility requirements

- > Relevant to our readers' needs in terms of information about catalogues, finding aids, recent acquisitions, and new services
- > Provide for feedback through an online Comment Card.

Communication with our customers

The National Library responds to telephone, mail and email queries relating to our Library services and our corporate operation. At all times we will be fair in our dealings with you. Our service standards are as follows:

Telephone

We will:

- > Answer your telephone queries promptly and politely
- > Identify ourselves to you
- > Provide routine information on request
- > Forward your query to the appropriate section
- > Provide relevant contact details for the member of staff you are being directed to
- > Ensure that voicemail greetings are updated
- > Respond promptly to voicemail messages.

Mail and email

- > Acknowledge all written communications (including emails) within 6 working days
- > Provide routine information on request
- > Provide a definitive reply to at least 95% of written queries within 20 days
- > In cases where there will be a delay we will send you an interim reply explaining the situation before the 20 day period expires.

Complaints

If you are not satisfied with the service you have received please discuss this with the staff member you have been dealing with. If you prefer, or if you feel the issue is still not resolved, you can address your complaint to the Reader Services Department, National Library of Ireland, Kildare Street, Dublin 2, or to readerservices@nli.ie. All complaints will be:

- > Acknowledged within 3 working days and responded to within 10 working days
- > Dealt with in a fair and appropriate way
- > Treated in confidence unless a complainant wishes otherwise (and subject to our obligations under the Freedom of Information Acts, 1997 and 2003).

If we have made a mistake we will rectify it as quickly as possible and offer an explanation and apology. If you are still dissatisfied we will inform you of your further right to bring the matter before the Ombudsman.

Child Protection Policy

In its work with children and young people the National Library of Ireland is committed to a child-centred approach and undertakes to provide a safe environment and experience, where the welfare of the child/young person is paramount. Our child protection policy has been written in adherence with the recommendations of *Children First: National Guidelines for the Protection and Welfare of Children*, published by the Department of Health and Children.

Equal Status Policy

We are fully committed to providing a service that is accessible and relevant to all our customers and accommodates needs and aspirations specific to particular groups of customers. We will consult with our customers to ensure that their access needs are assessed and we will provide appropriate staff training to support the Equal Status Policy.

A close-up photograph of ornate brass door knockers. The focus is on a single knocker in the foreground, which is intricately carved with a bird-like or dragon-like head. The metal has a warm, golden-brown patina. In the background, another similar knocker is visible but out of focus. The lighting is soft, highlighting the textures and curves of the metal.

Seirbhís trí Ghaeilge

Tabharfar freagra i nGaeilge ar chomhfhreagras a gheofar i nGaeilge. Déanfar gach iarracht freastal ar fhiosrúcháin teileafóin i nGaeilge agus freastal ar dhaoine a thagann i láthair ar mian leo a ngó a dhéanamh trí Ghaeilge.

Freedom of Information

The Freedom of Information Acts, 1997 and 2003 (the FOI Acts) are designed to allow public access to information held by public bodies which is not routinely available through other sources. Access to information under the Acts is subject to certain exemptions and involves specific procedures and time limits.

FOI Requests to the National Library of Ireland must be made in writing and addressed to Mr Gordon Farrell, FOI Co-ordinator, National Library of Ireland, No 4 Kildare Street, Dublin 2. The request must state clearly that the request is made under the FOI Acts, specify the manner of access sought i.e. copy of record or opportunity to view record, and the request must be accompanied by the appropriate fee. Further information is available on our website www.nli.ie.

Feedback

We regard feedback as the key to understanding the needs and expectations of our customers. We welcome your comments, suggestions and views on any aspect of our services as we believe this will help us to serve you better.

We will:

- > Provide Comment Cards in all our Reading Rooms and public areas
- > Provide an Online feedback form
- > Encourage staff to use their day to day contact with customers to gather feedback on quality of service provided
- > Hold an annual forum at which readers can meet with senior management of the Library
- > Consistently measure our customer response levels through reader surveys and an annual readers forum.



Help Us to Help You

You can help us to improve our service to you by:

- > Making comments and suggestions about our service
- > Reporting any issues as they arise
- > Participating in any customer surveys we conduct
- > Giving us all the information we need to help you.

We also expect that in return you will:

- > Observe the regulations in place for the use of the Library and Library material
- > Treat our staff with courtesy and respect
- > Respect the rights of other customers
- > Be fair and honest in your dealings with us.

Contact us: National Library of Ireland
Kildare Street
Dublin 2
Tel: 00 353 1 6030200
Fax: 00 353 1 6612523
Email: info@nli.ie
Web: www.nli.ie