



Leabharlann
Náisiúnta
na hÉireann
National Library
of Ireland

Customer Charter



Our commitments to you are:

- 1** To provide all our services with courtesy and professionalism and to the highest standards possible at all times
- 2** To offer high quality visitor, study and research experiences in both our physical and online environments
- 3** To ensure that all users and staff are treated equally and that diversity is respected and valued
- 4** To communicate with you in clear, straightforward language
- 5** To respond to all queries in a timely and appropriate manner
- 6** To provide public services and information through Irish as appropriate



How you can you help us to help you?

- 1 Providing comments and suggestions about our service
- 2 Reporting any issues that may arise
- 3 Participating in any customer surveys that we conduct
- 4 Giving us all the information we need to help you

We ask in return that you will:

- 1 Observe the regulations in place for the use of the library and library materials
- 2 Treat our staff with courtesy and respect
- 3 Respect the rights of other customers
- 4 Be fair and honest in your dealings with us

Our mission is:

To collect, protect and make available the recorded memory of Ireland, caring for more than ten million items including books, manuscripts, newspapers, photographs, prints, maps, drawings, ephemera, music and digital media

Our vision is:

To share the story of Ireland with you through our unique collections

Contact us

Address: National Library of Ireland, 7-8 Kildare Street, Dublin 2, D02 P638

Telephone: +353 (0)1 6030200 **Email:** info@nli.ie **Website:** www.nli.ie

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