



CANTERBURY CITY COUNCIL

City of Cultural Diversity

CANTERBURY CITY COUNCIL LIBRARY SERVICE

Our Service Standards

- Maintain stock of a minimum 220,000 and other resources
- Make available an average of 1500 new items in libraries each month.
- Ensure all staff identify themselves on the phone and wear suitable identification when on duty.
- Encourage and act on feedback relating to our service, and on request, respond within ten days.
- Maintain a responsive complaint handling procedure.
- Ensure all new members, when joining, are made aware of the services available.
- Undertake regular surveys of our community to ensure that we are meeting expectations.
- Respond to telephone enquiries immediately, or at a time agreed with customer.
- Respond to all email enquiries within 3 working days.
- Respond to all written information enquiries within five working days.