



## LIBRARY HELPDESKS' CUSTOMER CHARTER

### Dedicated to Delivering Excellence

- *We will always listen to you and use your feedback to improve our services.*
- *We will meet your information needs in an informed, friendly and respectful manner. We will communicate with you clearly, accurately and in a timely way.*
- *We aim to resolve **90%** of your enquiries in person at the first point of contact, referring any that need specialist knowledge to the appropriate team.*
- *We aim to resolve **90%** of your enquiries that can be resolved by Help Services without referral within 8 days. We will refer any enquiries requiring specialist knowledge to the appropriate team.*
- *We aim to serve you at our Helpdesks within **5** minutes.*
- *We are committed to achieving at least **90%** customer satisfaction rate of our services.*



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