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 most appropriate person and in a timely manner.
- We aim to resolve 60% of your enquiries by email within 1 day, and 85% within 7 days, referring any that need specialist knowledge to the most appropriate person and in a timely manner.
- We aim to serve you at the Helpdesk within 5 minutes.
- We are committed to achieving at least 86% customer satisfaction rate of our services.

If you think you have an idea which will help us improve our services to you, please use form at http://www.ed.ac.uk/is/feedback-form

September 2016