

Customer & Cultural Services

Customer Charter

Our priorities

Safety First

Customer and staff safety is our priority. All our buildings and services have risk assessments in place.

Deliver the best Service we can

We follow Government advice, and use our service judgement, on the services we can reasonably and safely deliver to meet customer needs. We listen to customer and staff feedback and develop our service offers.

In it together

Customers and staff will respect and value each other and observe the safety measures set out to ensure the safety of everyone

We expect that customers will:

- not enter the building if they have any COVID19 symptoms
- leave the building immediately if they begin to feel unwell with COVID19 symptoms
- wipe down computer workstations before and after use with the wipes provided
- notify staff if someone is not behaving safely and not take matters into their own hands
- behave safely or they will be asked to leave
- be understanding and respectful of everyone in the library
- follow any other measures put in place

We would encourage our customers to:

- wear a face covering
- use the hand sanitizer provided on entry and exit
- respect fellow customers and staff who may want to continue social distancing