

Customer Charter for Monaghan County Library Service

Our Mission is:

To enrich the lives of all our users by providing a modern library and information service which stimulates knowledge and supports lifelong learning, imagination and recreation in an inclusive and accessible manner

Our commitment to you:

The services we provide will:

- Provide access to up-to-date resources, in a variety of formats, that are appropriate to diverse local needs. The Library Service wishes to widen its membership base, be more responsive to citizens and become more socially inclusive.

We are committed to:

- Providing access to books, journals and electronic resources that will support the needs of our community.
- Providing access through competent, trained staff who are customer focused and professional in the delivery of these services.
- Make every effort to answer your enquiries efficiently and accurately
- Make full use of the wider library network to provide you with the resources you need but which we do not hold locally.
- Provide facilities for research and quiet study
- Provide online access to the national collection
- Provide induction training for new staff and students

Service Standards:

Our standards set out the current level of service the public can expect in key areas of our service activities.

They include a commitment to:

- Inclusive of all people living in the county,
- Educational for all our users,
- Enjoyable as a user experience,
- Accessible to all people

Our services include:

- Lending books, CDs, magazines, large print and talking books
- Reference Library collection and Local History collection of books, prints, pictures.
- Local History and genealogical enquire service
- Rural Mobile Library Service, calling at 45 stops each fortnight
- Schools Library Service calling at 66 Primary Schools three times per school year.
- A book borrowing request service through the Inter-Library Loan System
- Free internet access to members
- A comprehensive Outreach Programme, including drama workshops, readings by Authors, arts & crafts mornings, puppet theatre etc.

Feedback

We continually monitor, evaluate and review our services, and welcome feedback from our users. To do this we will:

- Actively seek your opinions
- Provide suggestion boxes in the library for your feedback
- Guarantee to respond to all comments causing concern
- Provide you with an email address to contact us:
moncolib@monaghancoco.ie

Your commitment to us:

Help us to help you by:

- Keeping in contact with us
- Using our feedback forms to let us know your views about Library Services
- Informing us if you change address or if your contact details change
- Attending induction session and workshops
- Abiding by the principles of acceptable use when using IT facilities
- Abiding by copyright restrictions when photocopying materials
- Taking care of the items you borrow, return or renew them on time and pay the charges for any items lost or damaged by you
- Asking staff if you need assistance

Help us maintain a working environment suitable for all:

- Treat other users and library staff with courtesy and respect
- Respect the right of others to study in a quiet working environment
- Turn your mobile phone to silent when in a Learning Resource Centre
- Do not bring hot food or drinks into the library

This charter sums up the purpose of the Monaghan County Library Services and underpins all its work. We in the Library Service cherish certain high values, principles amongst these is the free and universal access to information. With our new building programme and upgrades, we will be working to deliver better services and to build on these values in the years ahead.

We aim to work in partnership with our users to maintain a learning environment beneficial to all