

Customer Charter

The Library will:

Provide a helpful and friendly service.

Treat you with respect and courtesy and embrace and value diversity.

Provide you with appropriate information resources and a comfortable study environment.

Provide you with relevant training and appropriate assistance.

Actively seek your views and opinions and respond promptly to your comments and complaints.

Publicise our range of services, and send you timely notifications and reminders.

Keep your personal details secure in accordance with Data Protection legislation.

To help us achieve this we ask you to:

Treat library staff and other users with politeness and consideration.

Contribute to maintaining an environment conducive to learning and research.

Treat the Library's resources with care and respect.

Carry your AFBI card when you visit the Library. (Cards are not transferable).

Observe the Library's policies and regulations.

Give us feedback so that we can improve our service to you.