

Customer Services Statement: Library & Digital Support

Library & Digital Support (LDS) is committed to maintain and improve our customer service standards. We aim to build strong relationships with our customers in the pursuit of high-quality customer service provision.

We commit to:

- Provide a friendly, professional service whether face-to-face, via written communication or by telephone
- Ensure our staff are easily identifiable in order to promote customer engagement
- Operate in a transparent manner, communicating clearly and openly where possible, but with due respect for customer confidentiality
- Treat all our customers fairly and with respect
- Work in partnership with our customers to deliver quality services that are accessible to all
- Resolve enquiries at first point of contact or provide technological, knowledge-based and/or expert referral services, as appropriate
- Educate customers to access and utilise all available information, self-service resources and digital services in order to become self-sufficient and independent learners
- Monitor our service level performance
- Develop our staff to ensure they have the necessary skills and expertise
- Provide an accessible, comfortable and safe learning environment
- Work towards national customer service recognition award
- Encourage and follow-up customer feedback to inform and further develop our service quality
- Ensure a customer services strategy is included in all LDS service plans
- Preserve a dedicated role of Customer Services Co-ordinator in order to implement policy and promote continuous service improvement.

We expect our customers to:

- Behave in a respectful, non-abusive and non-threatening manner
- Treat staff and other library users with courtesy, and respect the library stock and environment
- Take advantage of available self-service resources and digital services
- Take responsibility and be proactive in reporting issues
- Engage with our staff and provide timely feedback, as appropriate
- Abide by the Library Rules/Regulations.

LDS operates within Technology & Information Services (TIS).

Related policies:

- TIS Customer Feedback Policy
- [Library Food & Drink Policy](#)
- [TIS Noise Policy](#)

The LDS Customer Services Statement operates within the: [Students as Partners University Charter](#)

If you wish to comment on any aspect of LDS customer service, please email: Customerservicesco-ordinator@plymouth.ac.uk .