

Libraries, Registration and Archives Covid19 Customer Charter

Our priorities

Safety First

Customer and staff safety is our priority. All our buildings & services have risk assessments in place and all returned books will be quarantined for 72 hours.

Deliver the best Library and Archive Service we can

We follow government advice 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
- not enter the building if they have been asked to isolate or quarantine, for example where you have been contacted by 'test and trace' or have travelled abroad to a country where quarantine is required on return to the UK
- leave the building immediately if they begin to feel unwell with COVID19 symptoms
- observe social distancing and any floor markings
- follow any other measures put in place
- use the hand sanitizer provided on entry and exit
- 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
- pay for any charges using cards only
- consider using our alternative service (e.g. our digital services)
- be understanding and respectful of everyone in the library.

