Library Enquiries Workflow

Need Assistance?

1	Contact a member of library staff in person in the library	The member of staff will resolve the issue immediately if they can or will escalate to a colleague if they are unable to help.	If unresolved, you will receive an acknowledgement in one working day and an initial response to your enquiry within three working days.	If at this stage you are not satisfied with how we have dealt with your enquiry please submit a complaint
2	Contact a member of staff through the library phone number	Library staff will resolve the issue immediately if they can or will take a contact number to phone back if they are unable to help.	If unresolved, you will receive an acknowledgement in one working day and an initial response to your enquiry within three working days.	If at this stage you are not satisfied with how we have dealt with your enquiry please submit a complaint
3	Contact the library using the library chat service	Library staff will resolve the issue immediately if they can or will escalate to a colleague if they are unable to help.	If unresolved, you will receive an acknowledgement in one working day and an initial response to your enquiry within three working days.	If at this stage you are not satisfied with how we have dealt with your enquiry please submit a complaint
4	Contact the library by email	You will receive an acknowledgement in one working day and an initial response to your enquiry within three working days.	If unresolved, you will receive regular updates until the enquiry is resolved.	If at this stage you are not satisfied with how we have dealt with your enquiry please submit a complaint