



Leabharlann Contae an Chláir Cairt Cuistiméara

Is imlíne an cairt seo ar ár ngeallúint seirbhíse duit agus an bealach ar féidir leatsa cabhrú linn ardchaighdeán seirbhíse a sholáthair.

Beidh tú ag súil le:

- seirbhís tapa, béasach.
- beidh foireann chrabhrach oilte go maith ann a thabharfaidh meas duit chomh le déileáil leis an eolas a thabharfaidh tú le rúndacht agus in atmasféar oiriúnach.
- rochtan cuí agus cothrom chuig ár mbailiúcháin, seirbhísí agus cláir
- bailiúcháin atá oiriúnach duit agus atá coinnithe go han-mhaith agus atá inrochtana.
- seirbhís eolais atá de réir do riachtanais a thugann rochtan duit ar acmhainní lasmuigh den leabharlann.
- uaireanta oscailte oiriúnacha
- déileáil tapa le fiosruithe, ráitis nó gearáin uait.
- eolas soiléir agus cruinn faoi pholasaithe na learbhlainne. Is féidir leat tuilleadh eolais a fháil ó www.clarelibrary.ie
- meas ar do phríobháideacht i gcónaí.

Táimid ag súil ar ais:

- taispeáin measa agus béasa do dhaoine eile sa leabharlann is cuma an cuistiméirí nó foireann na leabharlann atá ann.
- úsáid áiseanna, trealamh, bailiúcháin agus maoin na leabharlainne go cúramach
- cúnamh a thabhairt do fhoireann na leabharlainn tuiscint a fháil ar do riachtanais
- ag tabhairt aiseolas dúinn ar an mbealach gur féidir linn na seirbhísí a fheabhsú nó an bealach gur féidir linn fadhb ar leith a réiteach
- trí pholasaithe agus rialacha leabharlainne a léamh agus cloí leo seo i gcónaí. Féach ar www.clarelibrary.ie
- féachaint chuige go bhfuil páistí faoi do chúram i gcónaí fad is atá tú sa leabharlann
- ag cloí le haon treoracha nó orduithe a thugann an fhoireann duit.

Féach freisin ar Chód Iompair Cuistiméara Comhairle Contae an Chláir

Clare County Library Customer Charter

This charter outlines our service commitment to you and how you can help us to provide you with a quality service.

You can expect:

- prompt, courteous service
- helpful well-trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- fair and equitable access to our collections, services and programmes
- collections which aim to meet your needs and are well-maintained and accessible
- an information service which is responsive to your needs and provides access to resources beyond the library's walls
- convenient hours of opening
- prompt responses to your enquiries, comments or complaints
- clear and accurate information regarding library policies. For further information on library policies check www.clarelibrary.ie
- respect for your privacy at all times

What we expect in return:

- treating other people in the library with respect and courtesy, whether they be customers or library staff
- treating library facilities, equipment, collections and property with due care
- assisting staff to understand your needs clearly
- providing us with feedback on how we may improve our services, or how we can help to resolve a specific service problem
- informing yourself of library policies and rules and observing these at all times. For further information on library policies check www.clarelibrary.ie
- ensuring that children in your care are properly supervised while in the library
- complying with any directions or instructions given by staff

See also Clare County Council Code of Conduct for Customers