



# Libraries and Information Service Standards

**We will provide a quality library service to anyone who lives, learns, works or visits North Lanarkshire. Including, but not limited to:**

- Access to free wifi in our libraries.
- Free access to public access computers in all our buildings.
- Free access to basic digital learning online and via our LogintoLearn centres.
- Free access to e-books, e-audio books and e-magazines.
- A mobile library service.
- A home delivery services to North Lanarkshire residents who are temporarily or permanently confined to their home due to: disability, infirmity or illness or are the carer of someone affected by these conditions.
- A free request service for items which are in stock or on order at any North Lanarkshire library.

**We will aim to ensure:**

- We treat all our customers with courtesy and respect and according to their individual needs
- We provide an inclusive, safe and welcoming environment for all our customers
- Staff are welcoming, helpful and polite.
- Telephone calls are answered within 20 seconds (8 rings)
- Emails are acknowledged within 48 hours.
- Social media correspondence is acknowledged within 48 hours.
- The average time taken to supply a reserved item in stock is 10 days.

**If you wish to comment on our service standards, please contact us at:  
[libraries@northlan.gov.uk](mailto:libraries@northlan.gov.uk)**