

Service Charter

Through a range of materials and services
Wakefield's public libraries aim to:-

- support the aspirations of those who wish to gain or advance their knowledge
- meet the expectations of those who require information for life or work
- offer a means of raising the quality of life within the District

You have a right to:-

- easy access and equality of access to library materials and services
- a service which promotes accountability by being responsive to your needs and ideas
- a choice of materials and services appropriate to your needs
- a quality service which is efficient and effective
- see our **Service Standards** for more details.

Above all, you have the right to expect a courteous and helpful service at all times.

- you will be dealt with honestly and fairly
- you will be treated with respect
- you will be listened to
- and wherever possible action will be taken on what you say
- see our **Customer Care Standards** for more details