

Radford/Lenton Library	Lenton Boulevard, Nottingham NG7 2BY	0115 915 1790
St Ann's Library	Robin Hood Chase, Nottingham NG3 4EZ	0115 915 6941
Sherwood Library	Spondon Street, Mansfield Road, Nottingham NG5 4AB	0115 915 1155
Sneinton Library	Sneinton Boulevard, Nottingham NG2 4FD	0115 915 1192
Strelley Road Library	Strelley Road, Nottingham NG8 3AP	0115 915 5788
Top Valley Library	Top Valley Drive, Top Valley, NG5 9AZ	0115 915 7504
Western Boulevard Library	Beechdale Road, Nottingham NG8 3LH	0115 915 5749
Wilford Library	Ruddington Lane, Nottingham NG11 7AX	0115 915 2950
Wollaton Library	Bramcote Lane, Nottingham NG8 2NA	0115 915 5715

24 hour renewal line: **0845 330 4435**

Email: **enquiryline@nottinghamcity.gov.uk**

Website: **www.nottinghamcity.gov.uk/libraries** (includes information on opening hours and all services including mobile library routes and online catalogue)

Have Your Say

Our 'Have Your Say' scheme lets you tell us what you think about our services.

You can Have Your Say by:

- Speaking to a member of staff
- Completing the form online at **www.nottinghamcity.gov.uk/haveyoursay**
- Emailing us at **customer.services@nottinghamcity.gov.uk** quoting Have Your Say
- Calling us on **0115 915 4950** (8.30am - 4.50pm Mon-Fri) or **0115 915 4848** (24 hour answerphone)
- Picking up a form at any reception point

If you require this information in another language, in large font, Braille, audio tape or text only version, please ask a member of staff or call Nottingham City Council Customer Services on **0115 915 4950**.

Nottingham City Council library and information Service Standards

The Service Standard for the Library and Information Service tells you the level of customer service you can expect from us

We will:

- Provide high quality services to you based around you and your circumstances and in a way that offers you maximum choice.
- Ensure that our services are accessible for all residents, businesses and visitors.
- Ensure our staff are appropriately trained, helpful and treat you in a caring, polite and efficient manner, responding in line with our service standards.
- Ensure our staff provide information that is reliable, clear, informative and in a format of your choice.
- Answer 75% of your telephone calls within 18 seconds.
- Monitor our performance on the number of calls that are unanswered or busy and take action to put it right.
- Respond to 90% of your letters within 12 working days.
- Respond to 90% of your emails within 12 working days.
- Ask you for feedback at least once a year on the level of service you have received, and publish the results.

You can also expect the Library and Information Service to:

- Ensure that 50% of books requested will be supplied in 7 days and 90% in 30 days.
- Ensure that we achieve the National Standard of numbers of new books and audio visual material bought each year.
- Supply free access to 100% of our public computers, subject to technical availability.
- Provide an enquiry service 24 hours per day 7 days a week, either in a library or through the library website through the international Enquire service.
- Aim for 90% satisfaction with the service for adults and children in your libraries.

What we do for you

- Lend books with no charge.
- Rent of CDs, DVDs and other materials to adults and children.
- Provide computers with free access to the internet in all libraries.
- Provide an information service available to all including specialist areas e.g. health and business.
- Ensure staff are highly trained and able to help people access services.
- Provide a range of activities for adults and children including rhyme times, story times, visiting authors, book groups and general talks.
- Deliver one to one help sessions on computers for general help and specific areas e.g. family history.
- Provide on line access to services and reference sources 24 hours a day, 7 days a week.

To find out more, contact us

Library	Address	Telephone
Nottingham Central Library	Angel Row, Nottingham NG1 6HP. Open Monday to Fridays 9am - 7pm, Saturdays 9am - 1pm	(0115) 915 2828
Aspley Library	Nuthall Road, Nottingham NG8 5DD	0115 915 5700
Bakersfield Library	Watson Avenue, Nottingham NG3 7BN	0115 915 0199
Basford Library	Vernon Road, Nottingham NG6 OAR	0115 915 5797
Bestwood Library	516 Arnold Road, Nottingham NG5 5HL	0115 915 5799
Billborough Library	Bracebridge Drive, Nottingham NG8 4PN	0115 915 5795
Bulwell Library	Highbury Vale, Bulwell, Nottingham NG6 9AE	0115 915 5708
Carlton Road Library	Carlton Road, Nottingham NG3 2EN	0115 915 1399
Clifton Library	Southchurch Drive, Clifton, Nottingham NG11 8AB	0115 915 2945
Hyson Green Library	Gregory Boulevard, Nottingham NG7 6BE	0115 915 2483
Meadows Library	Wilford Grove, Nottingham NG2 2DR	0115 915 9279