



Customer Charter

The Chester Beatty is the pre-eminent Irish institution promoting the appreciation and understanding of world cultures and the engagement with the peoples whose cultures are represented in our Collections. The collections contains some of the finest treasures of the great cultures and religions of the world, bequeathed to the Irish people and entrusted to the care of the State by Sir Alfred Chester Beatty (1875–1968), a successful American mining engineer, collector and philanthropist.

Mission

To maintain and preserve the collections of the Library and to make them available in the most appropriate ways for the use and enjoyment of the public and for scholarly study and research, in order to promote a wider appreciation and understanding of the international cultural heritage embodied in the collections and to foster relations between Ireland and the peoples whose cultures are represented in the collections.

Strategic Objectives:

The Chester Beatty is committed to the following strategic objectives in the course of our work:

- To safeguard, manage and develop the Collections.
- To enhance access to the Collections, physically and digitally, for diverse audiences.
- To promote intercultural dialogue and learning.
- To ensure the CBL is financially sustainable and cost effective in its operations.
- To attract, retain and develop our staff.

Statement of Service Commitment

The Chester Beatty is committed to providing the customer with a high quality service. This Charter sets out the standard of service you are entitled to expect from us.

We will:

1. Treat you courteously and with consideration at all times;
2. Provide full and accurate information in relation to the services provided by the Chester Beatty;
3. Provide a quality service to a wide range of audiences;
4. Provide a quality visitor experience at the Chester Beatty in Dublin Castle, and ensure that our public areas are welcoming, accessible and clean;

5. Be available to answer telephone calls during normal working hours, Monday to Friday and provide an effective telephone contact service for customers who wish to contact the Chester Beatty during out of office hours and at weekends. Where the staff member sought is not available, you will be connected to a voicemail system. If we cannot deal immediately with a telephone query we will take details and call back at an agreed time;
6. Acknowledge all written communications within 10 days of receipt and where possible provide a substantive response within 20 days of receipt. The acknowledgement will state the period required to provide a response if it is outside the 20 day period. All correspondence will provide full contact and reference details;
7. Acknowledge all electronic communications within 10 days of receipt and where possible provide a substantive response within 20 days of receipt. The acknowledgement will state the period required to provide a response if it is outside the 20 day period. All correspondence will provide full contact and reference details. If the staff member is away for more than one day an out of office message will be automatically sent to the sender, which will give up to date information relating to the availability of the person sought and, where applicable, who to contact in his/her absence;
8. Be available to meet with you punctually by appointment during working hours;
9. Keep our website www.chesterbeatty.ie up to date and ensure that it contains information relevant to our customer base;
10. Provide a service for customers who wish to conduct business through Irish.

Complaints

You have the right to complain if the standard of service you receive falls short of what is set out in this Customer Charter. Complaints should be addressed, in the first instance, to the relevant individual or department in the Chester Beatty that you have been dealing with.

If it is not resolved to your satisfaction the complaint should be referred to the Director, Chester Beatty Library, Dublin Castle, Dublin 2, D02 AD92.

Commitment to Continuous Improvement

The Chester Beatty is committed to the continuous improvement of our range of services. We welcome your views as to how we can best meet your needs and how we might enhance your experience while you utilise our services.

The Chester Beatty will maintain a contact facility on its website whereby customer feedback can be submitted online and will also encourage its staff to use their day to day contact with customers as a means to gathering feedback on the quality of services provided.

How to contact us

Telephone No: +353 1 4070750

E-mail addresses: info@cbl.ie is the general email address. Most staff have an individual e-mail address in the following format - first letter of initial name followed by the second name with the domain @cbl.ie. All lower case. For example, John Smith would be at jsmith@cbl.ie.

Review of Customer Charter

This Customer Charter will be reviewed and updated as required on an annual basis.