

LIBRARY SERVICE STANDARDS

Making Hackney a Smarter Place

What you can expect

- If you are unable to get to the library because of infirmity or disability, we will visit you within 10 working days from the receipt of your request
- If you need basic help using a PC, we will offer you a tuition session within 5 working days from the receipt of your request
- When you join the library we will offer you a familiarisation tour within 5 days of your registration
- We undertake to supply 60% of requested items within 7 working days
- We undertake to re-shelve returned items within 2 working days

To contact us

Hackney Central Library
Tel: 020 8356 4395

Homerton Library
Tel: 020 8356 1690

Stoke Newington Library
Tel: 020 8356 5231

Clapton Library
Tel: 020 8356 1620

Shoreditch Library
Tel: 020 8356 4350

Woodberry Down
Community Library
Tel: 020 8356 1791

CLR James Library
Tel: 020 8356 1665

Stamford Hill Library
Tel: 020 8356 1700

Comment, compliment or complaint

We aim to provide good quality services to our residents. There may be times when you wish to make a comment or complaint, or give a compliment about the service you have received.

Please speak to an officer on the contact number above. Alternatively, you can contact the:-

Standards and Complaints Department
Hackney Town Hall
Mare Street
E8 1EA

Tel: 020 8356 2542

