

University of Bristol Spelaeological Museum and Library

VISITOR CARE POLICY

Date Approved: 1 September 2024 – University of Bristol Spelaeological Museum and Library Curator (Linda Wilson)

Review Date: Annually

Renewal Date: August 2025

Policy Statement:

The University of Bristol Spelaeological Museum and Library (referred to within this document as UBSS) is dedicated to the provision of a high quality, friendly service to all our visitors.

Our volunteers are encouraged, through training and development, to offer the highest possible standards of courtesy, helpfulness and knowledge. Volunteers will deal efficiently and courteously with all enquiries. Our volunteers are committed to promoting the mission and objectives of the UBSS Collection and to delivering the standards contained in this Policy.

The Policy is available online and our Policy Statement is clearly visible on-site in our exhibition space.

In using the term 'visitors', we recognise that we provide assistance to a wider range of people than those who actually visit us in person. We also recognise that our visitors cover a broad spectrum, from members of the general public, to students and researchers, national and international scholars, the media and online users. Our aim is to exceed our visitors' expectations and make every visitor a natural advocate for the UBSS Collection. We want to offer our visitors a service tailored to their needs, which we realise can be very different for different user groups, and to assist them in finding the information they need quickly and efficiently, whether they contact us in person, by letter, email, telephone or online. We also want to help our future visitors by building a world class collection and taking excellent care of our holdings now to ensure that they remain in good condition for posterity.

Our Visitor Charter

Our standards of excellent visitor care support our aims and objectives to enable the UBSS Collection to be used for education, research, and inspiration by all those who wish to do so, locally, nationally and internationally.

To this end:

- We will ensure that we make every visitor feel valued by welcoming them in person and our volunteers will be introduced to our visitors.
- We will ensure that entrance to the Collection remains free and that our exhibition spaces and library are accessible to visitors both physically and intellectually. However, the UBSS does reserve the right to charge commercial users an appropriate fee for the time spent in dealing with requests for information or access to the collection for the purpose of filming or preparatory research for filming. Reasonable adjustments will be made in order to deliver an inclusive service and environment to disabled people within the constraints of our limited exhibition and research space, actively working to provide the most appropriate forms of access to the Museum's collections, expertise, facilities and services.

- We will provide clear, visible and accurate signage, information and promotional material about our exhibitions, activities, events and facilities both on-site and online so as to engage the widest possible relevant audience.
- We will loan out material to other accredited museums whenever appropriate (within our Collections Management Policy) to enable wider audiences to engage with our collections.
- We will make every effort to document our collections at the most appropriate level of detail to ensure that information is readily accessible.
- We will increase our digitisation efforts and make rights cleared, licenced images publicly available on-site and online for private study and educational use.
- We will offer support to our visitors through our research enquiry service, facilitating on-site visits and offering advice and guidance as appropriate.
- We will be equally open and responsive to supporting academics and researchers from any institution for individual research or larger and/or collaborative research projects.
- We will deal helpfully, knowledgeably, efficiently and courteously with all enquiries whether in person, online or by phone.
- We will normally respond to general enquiries to the University of Bristol Spelaeological Museum and Library by email, letter or telephone within 14 working days.
- We will make material from our collections available to visitors within a reasonable time frame depending on volunteer availability and capacity of our available space.
- We will ensure that we maintain all areas accessible to the public in a clean, presentable and safe condition at all times.
- We will monitor our standards through actively consulting with our visitors (including on-site and remote users) about the assistance we provide and listen to what they have to say.
- We will operate a simple and effective complaints procedure designed to resolve problems, prevent them re-occurring, and improve the assistance we are able to offer our visitors.

To help us to deliver excellent visitor care we ask our volunteers:

- to be courteous, helpful and responsive to the needs of our visitors
- to begin with what can be done rather than what cannot
- to help visitors to get the best from our collection by sharing our knowledge to the best of our ability.
- to provide direct contact details for following up enquiries

To help us to deliver excellent visitor care we ask our visitors:

- to be courteous and show consideration towards other visitors and our volunteers
- to contact us well in advance prior to an on-site research visit in order that we can retrieve requested and relevant material
- to put any research enquiry in writing and participate in our consultation exercises

Resolving problems

We are committed to providing a high standard of visitor care across every aspect of our work. However, while we take great care to ensure that we work efficiently, courteously and to a high standard, we accept that things may occasionally go wrong and we encourage feedback to help us to address any problems that may have arisen. Any expression of dissatisfaction by email, letter, telephone, or verbally will be investigated and used as a means to improve our standards.

How to contact us:

You can register a complaint in person to any member of the University of Bristol Spelaeological Museum and Library Collection team. Alternatively, you can contact the University of Bristol Spelaeological Society Museum and Library using the details below:

Address: University of Bristol Spelaeological Society c/o The University of Bristol Students Union, Senate House, Tyndall Ave Bristol, BS8 1TH

Tel: 07879 693978

Email: museum@ubss.org.uk

We will respond to all written complaints within 10 working days. If you are dissatisfied with the outcome and investigation into your complaint then you can appeal to the Committee in writing, by letter or email addressed to the Hon. Secretary at the above address or by email to secretary@ubss.org.uk.