

# Malta Libraries

## WHO WE ARE

Malta Libraries is the entity responsible for the National Library of Malta, the National Library (Gozo), the Central Public Library, the Gozo Public Library, all Regional and Branch Public Libraries in the Maltese Islands as well as the National Bibliographic Office. As an entity, Malta Libraries was established by the [Malta Libraries Act \(Act VII of 2011\)](#), replacing the former Libraries Department. As established by the Act, the mission of Malta Libraries is to ensure the collection and conservation of Malta's documentary heritage for present and future generations, to maintain and develop the libraries regulated under the Malta Libraries Act, and to encourage reading for study, research, self-development and lifelong learning information and leisure purposes.

## OUR COMMITMENT TO CLIENTS

Level of service to expect when contacting or visiting our Offices:

- o We will treat you with respect and in a professional manner.
- o We guarantee confidentiality on any information exchange.
- o Our service standards are in line with [Directive 4-2](#), Standards for Service of Excellence offered by the Public Administration to the Public and Public Employees.
- o The list of services offered can be found in the following link <https://maltalibraries.gov.mt/iguana/www.main.cls?p=788374c8-8d6d-44d6-bd24-eb7a87b79d2c&v=ee473776-d093-46ed-a682-ed60f6938434>

## WHAT TO EXPECT WHEN YOU CONTACT US

Provide information which is specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. We commit to answer your query within 1 working day, or as per timeframes stipulated in [Directive 4-2](#).

### When you contact us by phone

We commit ourselves to answering the phone within 3 rings, in a clear and knowledgeable manner. Staff will identify themselves and treat you with courtesy and respect.

### When you visit our Offices

Our Offices are safe, clean and enable accessibility to services for persons with disability. Waiting time will be approximately 10-15 minutes under normal circumstances.

## CLIENT RESPONSIBILITIES

Clients are expected to: Provide full and correct information. Treat staff with courtesy and respect. Adhere to timeframes and allocated appointments when applicable.

## WE VALUE YOUR FEEDBACK

If you would like to submit feedback, suggestions, or complaints kindly:

- o Contact us as per details shown here: [customercare.nlm@gov.mt](mailto:customercare.nlm@gov.mt); [customercare.cpl@gov.mt](mailto:customercare.cpl@gov.mt)
- o Through [servizz.gov](https://servizz.gov.mt) by calling on 153, or online on [Submit a Complaint](#)

Your confidentiality will be guaranteed. Expect our feedback within 3 working days

### When you contact us by letter or email

We will send an acknowledgment within 1 working day from receipt of your letter or email

### Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 5 working days from the date of request. However, appointments may be dependent on department waiting lists and urgent requests, which may take priority.

## HOW TO CONTACT US

- o National Library of Malta, 36, Old Treasury Street, Valletta VLT 1410, Malta  
Researchers: Monday to Friday Winter (1<sup>st</sup> Oct-15<sup>th</sup> June): 08:15-17:00; Saturday: 08:15-13:00;  
Monday to Friday Summer (16<sup>th</sup> June-30<sup>th</sup> Sept): 08:15-13:15; Saturday: 08:00-13:00; Sundays & Public Holidays: Closed  
Every 3<sup>rd</sup> Saturday of the month Oct – May: 08:15-16:00  
Visitors: Monday to Friday Winter (1<sup>st</sup> Oct-15<sup>th</sup> June): 08:30-16:30; Saturday 08:30-12:30  
Monday to Saturday Summer (16<sup>th</sup> June-30<sup>th</sup> Sept): 08:30-12:30; Sundays & Public Holidays: Closed  
Every 3<sup>rd</sup> Saturday of the month Oct – May: 08:30-15:30
- o National Library Gozo, Vajringa Street, Victoria VCT 1313, Gozo  
Monday to Friday Winter (1<sup>st</sup> Oct-15<sup>th</sup> June): 07:30-13:30; Saturday: 07:30-13:00  
Monday to Friday Summer (16<sup>th</sup> June-30<sup>th</sup> Sept): 07:30-13:30; Saturday: 07:30-13:00; Sundays & Public Holidays: Closed  
Every Wednesday from Oct – May: 14:00-18:00
- o Central Public Library, Profs Joseph J Mangion Street, Floriana FRN 1800, Malta  
Monday to Friday Winter (1<sup>st</sup> Oct-15<sup>th</sup> June): 08:30-17:00; Saturday: 08:15-13:00 – +356 2600 5300  
Monday to Friday Summer (16<sup>th</sup> June-30<sup>th</sup> Sept): 08:30-13:15; Saturday: 08:15-13:00; Wednesdays: 13:30-15:30  
Sundays & Public Holidays: Closed
- o Gozo Central Public Library, St Francis Square, Victoria VCT 1335, Gozo  
Monday to Friday Winter (1<sup>st</sup> Oct-15<sup>th</sup> June): 07:30-13:30; Saturday 07:30-13:00 – +356 2600 5400  
Monday to Friday Summer (16<sup>th</sup> June-30<sup>th</sup> Sept): 07:30-13:30; Saturday 07:30-13:00; Sundays & Public Holidays: Closed  
Every Wednesday from Oct – May: 14:00-18:00
- o <https://maltalibraries.gov.mt>
- o Contact us: [customercare.nlm@gov.mt](mailto:customercare.nlm@gov.mt); [customercare.cpl@gov.mt](mailto:customercare.cpl@gov.mt) – Malta +356 2600 5100 – Gozo +356 2600 5200
- o Through Social Media:

