

Customer Service Charter

Our commitment to you:

- To guarantee a quality service.
- To make our libraries accessible to all.
- To be committed to excellent customer service.
- To provide helpful and courteous staff.
- To provide welcoming and safe physical and on line environments.
- To provide access to comprehensive, current and relevant collections.
- A commitment to privacy.
- To actively listen to our communities feedback and suggestions.
- To provide a library service that reflects the needs of the community.

Customer Responsibility

- Treat staff, volunteers and other library patrons politely, respectfully and courteously.
- Behave in a manner which does not affect or harm other people using the library.
- Do not damage any equipment or library resources.
- Supervise children in your care whilst you are in the library.
- Leave your pets outside the library. Only assistance animals are permitted.
- Respect others privacy.
- Do not eat or drink near screen based equipment whilst in the library.
- Take responsibility for your property whilst in the library.
- Be cyber safe when on line and using digital resources.