

Customer Service Charter

This charter describes the standard of service we aim to achieve in all Maitland City Library branches. Our commitment is to provide services, resources and programmes that are responsive to your needs. We welcome your ideas and suggestions so that we can continue to improve our service to you, the customer.

OUR PURPOSE

We provide a public library service to those who visit, live and work in Maitland. We offer free access to a wide range of information, leisure and technology resources in a welcoming environment. We provide facilities that include spaces for meeting, studying and training, as well as opportunities for social interaction and lifelong learning.

OUR VALUES

VALUING PEOPLE

We respect the diversity and individuality of all people.

EQUITY OF ACCESS

We are committed to providing equity of access to our services for all groups and individuals.

WORKING TOGETHER

We are committed to achieving better outcomes for our community by working together with other Council sections, community groups and service providers.

LEARNING AND INNOVATION

We seek out new ideas and opportunities, focusing on improving all that we do.

GOOD GOVERNANCE

We are committed to ensuring our practices are transparent and flexible. We accept accountability for our actions and results.

OUR COMMITMENT TO YOU

ENVIRONMENT

- Safe, welcoming environments where you will feel at ease.
- Fair and equal access to our services and programmes.
- Support in using the library's services effectively.
- Continual assessment and development of our collections to meet the needs of our customers.

SERVICE

- We welcome everyone to our libraries and encourage use by all. Joining the library is free.
- We will provide assistance in using the library's services and resources.
- You will not have to wait longer than five minutes to be attended to at the customer service desk, except at peak periods or during staff shortages.

- If waiting for assistance, you will be acknowledged courteously and attended to promptly.
- We will aim to provide you with an answer to your enquiries while you wait or advise you how long this will take. If we are unable to satisfy your information request, we will refer you to someone who can.

STAFF

- Our staff will be helpful, friendly and courteous. Your needs will be treated with respect and confidentiality.
- Our staff will wear identification badges so that you can easily recognise them.
- All staff will have the skills and experience to do their jobs well, including training in customer service.

COMMUNICATION

- We will aim to answer your phone calls within five rings. If you call when the library is closed, a message detailing the library's opening hours will be available.
- If you write or email to us about any aspect of the library service, we will respond within five working days.
- We will keep you updated on the progress of your request whenever you ask us.

ACCESS

- We will provide convenient hours of opening.
- Book chutes are available for returning items when the library is closed.
- Items may be borrowed from and returned to any of our library branches.
- Our catalogue will provide up to date information on the availability of items held in any of our branches.
- Resources held in the library collections will be clearly signed and easily located.
- Free internet and email access is available at all library branches.

HOW YOU CAN HELP

We recognise that quality services can only be achieved in partnership with you, our customers. We ask you to:

- Treat our staff with respect and courtesy so that they can deliver the best possible service to you.
- Respect the rights of other customers whilst using library facilities.
- Ensure children in your care are appropriately supervised whilst in the library.
- Take care of the items you borrow and return them on time.

HAVE YOUR SAY

- We will consult you on major issues affecting the service and keep you informed about changes and developments.
- We will carry out a customer survey at least every three years and publish the results.
- We will listen to your views about the library service.
- Discuss the matter with a member of the library staff, who will assist you or refer you to the appropriate person.
- Complete a customer comment card.

WRITE, EMAIL OR PHONE:

City Librarian, Maitland City Council

PO Box 220, Maitland 2320

02 4934 9704

maitland.library@maitland.nsw.gov.au

