

CLARENCE REGIONAL LIBRARY

Customer Service Charter

This charter describes the standard of service we aim to achieve in all the Clarence Regional Libraries. 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

The Clarence Regional Library Service aims to provide: a contemporary, welcoming, responsive and inclusive library service to the communities of Clarence Valley and Bellingen Shire; and services that are sustainable, equitable and accessible.

Our Vision

A recognised and valued provider of services, collections and programs that help build community cohesion and capacity and provide opportunities to connect to the community and the world.

A regional library service that:

- Facilitates and provides targeted and relevant educational opportunities
- Helps connect the community with the past, the present and the future
- Is committed to the free flow of information and ideas to inform, inspire and feed the communities' imaginations
- Is a trusted and valued source of information
- Is considered an investment in the well-being and success of the community – not a cost

Our commitment to you

- To be treated with respect, courtesy and confidentiality by approachable staff who are clearly identifiable with badges
- To provide a safe and welcoming environment, where you will feel at ease
- To fulfil enquiries and requests in a timely manner
- To provide fair and equal access to a wide range of services and programs and access to resources and services beyond our library's walls
- To provide written policies on the various aspects of the Library Service

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 they can deliver the best possible service to you.
- Respect the rights of other customers whilst using the library facilities.

- Take care of items you borrow and return them on time.
- Vacate computers on time without dispute.
- Present your library membership card for all transactions.
- Acknowledge the library service and cite sources accurately in your work.
- Let us know how we can improve our services by informing us.

Have your say

- We will consult you on major issues affecting service and keep you informed about changes and developments.
- We will carry out customer surveys and publish the results
- We will listen to your views about the library service.
 - Discuss the matter with a member of staff, who will assist you or refer you to the appropriate person.
 - Complete a customer feedback form
 - Write, email or phone:
 - Regional Librarian, Locked Bag 23, Grafton NSW 2460
 - Phone 02 6640111
 - Email reglibn@crl.nsw.gov.au