

**Policies Register**  
*incorporating*  
*policies, procedures and protocols*  
*Clarence Regional Library*

**Customer Service Charter –  
Key Performance Indicators**

**Policy, procedure, protocol**

**Adoption date**

**Review due date**

December 2014

June 2018

**Responsible officer**

Regional Librarian

Clarence Regional Library: Bellingen, Dorrigo, Grafton, Iluka, Maclean, Urunga, Yamba and Mobile Library

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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	Key Performance Indicators
To be treated with respect, courtesy and confidentiality by approachable staff who are clearly identifiable.	Badges worn by all customer service staff when in a public area of the library. No complaints about rudeness or disrespect by staff received over a 12 month period.
To provide a safe and welcoming environment, where you will feel at ease.	All WHS issues in the Library's public areas addressed. No complaints about discrimination received over 12 month period.
To fulfil enquiries and requests in a timely manner.	All information enquiries longer than 5 minutes are given a response within 5 working days of the individual library's opening hours. Request for items available at another

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	branch library to take no more than 10 working days to fulfil.
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.	Usage statistics of wifi and eResources.
To provide written policies on the various aspects of the Library Service.	Published documents available on library website and regularly renewed and updated.

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