

Customer Service Charter



Campbelltown City Library

Mission/Vision Statement

Our libraries are places where people can connect, create and learn and where our community will receive exceptional customer service.

Our commitment to You

We will

- Welcome you with a greeting or a smile, and acknowledge you in the library
- Provide prompt, friendly, courteous and efficient customer service, and at all times remain professional
- Wear name badges so that you can easily identify us
- Be trained and skilled to assist you
- Provide a service for you irrespective of your age, cultural background, ability or gender
- Show respect for your privacy in your dealings with us and the confidentiality of information discussed
- Provide a safe and well maintained facility
- Update you on any changes to the provision of our services
- Respond promptly to enquiries

How you can help

- Treat others with respect and courtesy, whether they are customers or library staff
- Treat library facilities, equipment, collections and property with due care
- Return items you have borrowed complete, in good condition and on time
- Ensure that children and other people in your care are properly supervised
- Be responsible for your personal property and safety
- Comply with any directions or instructions given by staff
- Inform library staff promptly of any concerns relating to the behaviour of other customers
- Consider others when using your mobile phone or any electronic device
- Use earphones when listening to sound files on computers or mobile devices
- Understand that library services and programs limit our ability to always provide quiet spaces
- Familiarise yourself with the Customer Behaviour Code or ask our team members for assistance

Unacceptable behaviour

Campbelltown City Library is committed to providing a safe environment where everyone is welcome. Behaviour that is unsafe or disturbing such as excessive noise, offensive language, intoxication, harassment, threatening or violent behaviour, or any illegal activities are not acceptable.

Customers behaving in this manner may be asked to leave the library.

Have your say

To ensure that our services are meeting your needs, your feedback is important to us. You can access our Customer Feedback Form available at our branches or, email us at library@campbelltown.nsw.gov.au