

## CUSTOMER SERVICE CHARTER

**The mission of Cairns Libraries** is to build and enrich community capacity through professional knowledge and information management, the provision of access to global information and resources in all formats for the Region, in a manner that promotes and supports quality lifestyle and leisure choices, cultural opportunities and lifelong learning.

This Charter outlines our service commitment to you and how you can help us to provide you with a quality service.

Cairns Libraries is dedicated to the provision of a high level of service. We are the public library service for the people of Cairns Regional Council, and we also form part of a state-wide network of public libraries in Queensland. We are a focal point for the community, a source of a wide range of library materials and a gateway to worldwide information resources.

### In Providing Our Services We Value:

- Meeting the needs of our community
- The diversity and individuality of all people
- The professionalism of our staff
- Effective communication, including your feedback on our services
- Our approachability

### You Can Expect:

- Prompt courteous service
- Helpful well-trained staff who will treat you with respect, confidentiality and in a culturally appropriate manner
- Fair and equitable access to our collections, services and programs
- Collections which aim to meet your needs, are well maintained and accessible
- An information service which is responsive to your needs and provides access to resources beyond the library's walls
- Convenient hours of opening
- Prompt responses to your enquiries and feedback
- Clear and accurate information regarding library policies - ([http://cairnslibrary.com.au/pages/pol\\_home.htm](http://cairnslibrary.com.au/pages/pol_home.htm))
- Respect for your privacy at all times

### Help Us To Help You By:

- Treating staff, volunteers and other library customers politely, respectfully and courteously
- Treating library facilities and property with due care
- Communicating your needs to staff clearly
- Returning items you have borrowed complete, in good condition and on time
- Participating in the activities and services offered by the library in a spirit of good humour and cooperation
- Ensuring that children and other people in your care are properly supervised while in the library
- Taking responsibility for your personal property and safety.
- Informing yourself of library policies and rules and observing these at all times - ([http://cairnslibrary.com.au/pages/pol\\_home.htm](http://cairnslibrary.com.au/pages/pol_home.htm))
- Complying with any directions or instructions given by staff

### Unacceptable Behaviour and Discipline

Cairns Libraries observes zero tolerance to aggression and violence. Threatening, abusive or physically violent behaviour will not be accepted from anyone under any circumstances. Any such acts will result in any/or all of the following actions:

- a formal warning in writing
- being asked to leave and/or removed from the premises
- utilisation of security services and/or police assistance being sought and legal action implemented

### Client Feedback

To ensure that our services are meeting your needs, your comments and suggestions are important to us. You may use our Comment Sheet available at all libraries or email us at [infodesk@cairns.qld.gov.au](mailto:infodesk@cairns.qld.gov.au)