



## **CUSTOMER SERVICE CHARTER**

### **CLIENTS OF THE SOUTHERN TABLELANDS REGIONAL LIBRARY CAN EXPECT**

- To feel welcome and at ease in buildings which are safe, well maintained, clearly signed and accessible to people with disabilities
- To be treated with respect by staff
- To be provided with prompt and courteous service
- Libraries to be open at their advertised times
- To be served by appropriately trained and skilled staff who will treat customer's needs with consideration and confidentiality
- Equal access to our resources and services for all individuals and groups within our community
- A range of services and materials of interest and value to all sections of the community
- The provision of or referral to information on any subject
- Access to library services beyond the Library's walls

### **HELP US TO HELP YOU BY:**

- Being considerate of other library users
- Treating staff with respect and courtesy
- Taking care of library materials, equipment and facilities
- Observing the rules and regulations set down by the library for the use of equipment, facilities and library materials