



Fairfield City Open Libraries Customer Care Charter



COMMUNITY



SUPPORT



GROWTH

Our community

Our Customer Care Charter outlines our service commitment to you and how we can provide great customer experience. Our aim is to be responsive, innovative and effective in meeting your needs through excellent service delivery.

What you can expect

- Be treated fairly, with courtesy and respect for your privacy
- Be served in a friendly and helpful way
- Receive prompt and efficient service
- Have access to current and relevant collections, programs and services that meet diverse needs
- Facilities and buildings that are welcoming and well maintained
- Have your concerns, feedback and queries handled in a professional manner

How you can help

- Treat our staff with respect
- Respect other customers in their use of our libraries
- Follow the directions of staff at all times and work with us to help resolve your enquiry
- Look after your children at all times and encourage appropriate use of the Library
- Take care of the library's equipment, facilities and resources
- Have your library card with you whenever you visit our libraries and contact us if it is lost or stolen. Do not lend it to anyone else
- Look after all items you have borrowed and return them on time
- Use the rubbish bins provided and clean spaces when food and drink is consumed
- Not consume food and drinks near library computers, iPads, printers, photocopiers or technology equipment
- Let us know when your address or personal details have changed

Library membership allows you to

- Borrow and return items from library collections to any Fairfield City Open Library
- Access library digital collections and resources, databases and apps
- Reserve and request items
- Use the Home Library Service if you are housebound
- Use Wi-Fi, computers, internet and iPads
- Use printing, photocopy and scanning services
- Use the SmartBar service for one on one basic computer and device assistance to library digital collections and resources

Your loans

- Maximum 40 items may be borrowed for three weeks
- Can be renewed twice
- Fees apply for late returns, lost and damaged items





Your experience


We welcome your comments on how we can better serve you and improve our services.

Contact us by:

 libraryenquiries@fairfieldcity.nsw.gov.au

 9725 0333

 www.fairfieldcity.nsw.gov.au/library

 Complete ***Have your say survey*** or visiting our libraries and completing a ***Tell us about your experience Feedback Card***

Scan QR code
for online survey



For all library events and programs, visit our website: www.fairfieldcity.nsw.gov.au/library



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 OPEN LIBRARIES


FairfieldCity
Celebrating diversity