

Nambucca Valley Libraries Customer Service Charter

Customer Service Charter

This charter describes the standard of service we aim to achieve in Nambucca Valley Council 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

Nambucca Valley Library Service is committed to serving the community with integrity, efficiency, fairness, impartiality and the encouragement of mutual respect.

The Council provides a public library service to those who visit, live and work in the Nambucca Valley Council LGA. We offer free access to a wide range of information, leisure and technology resources in a welcoming environment. We provide facilities that include spaces for meeting, studying and training, as well as opportunities for social interaction and lifelong learning.

Our Values

VALUING PEOPLE

We respect the diversity and individuality of all people.

EQUITY OF ACCESS

We are committed to providing equity of access to our services for all groups and individuals.

WORKING TOGETHER

We are committed to achieving better outcomes for our community by working together with other Council sections, community groups and service providers.

LEARNING AND INNOVATION

We seek out new ideas and opportunities, focusing on improving all that we do.

GOOD GOVERNANCE

We are committed to ensuring our practices are transparent and flexible. We accept accountability for our actions and results.

Our Commitment to You

ENVIRONMENT

- Safe, welcoming environments where you will feel at ease.
- Fair and equal access to our services and programmes.
- Support in using the library's services effectively.
- Continual assessment and development of our collections to meet the needs of our customers.
- To provide you with a great experience every time that you visit us.

SERVICE

- We welcome everyone to our libraries and encourage use by all. Joining the library is free for residents.
- We will provide assistance in using the library's services and resources.
- You will not have to wait longer than five minutes to be attended to at the customer service desk, except at peak periods or during staff shortages.
- If waiting for assistance, you will be acknowledged courteously and attended to promptly.
- We will aim to provide you with an answer to your enquiries while you wait or advise you how long this will take. If we are unable to satisfy your information request, we will refer you to someone who can.

STAFF

- Our staff will be helpful, friendly and courteous. Your needs will be treated with respect and confidentiality.
- Our staff will wear identification badges so that you can easily recognise them.
- All staff will have the skills and experience to do their jobs well, including training in customer service.
- Our staff work by values and standards that will assist them to provide you with service that meets and exceeds what you expect.
- We regularly review our service to judge our success in meeting your needs; and we continually look at ways that we might improve our service to you

COMMUNICATION

- We will aim to answer your phone calls within five rings. If you call when the library is closed, a message detailing the library's opening hours will be available.

- If you write or email to us about any aspect of the library service, we will respond within five working days on receipt of message.
- We will keep you updated on the progress of your request whenever you ask us.

ACCESS

- We will provide convenient hours of opening –

Nambucca Heads Library: Monday-Friday 9.30am-5.00pm, Saturday 9.30am-12.00pm.

Macksville Library: Tuesday-Friday 9.30am-5.00pm.

- Book chutes are available for returning items when the library is closed.
- Items may be borrowed from and returned to any of our library branches.
- Our catalogue will provide up to date information on the availability of items held in any of our branches.
- Resources held in the library collections will be clearly signed and easily located.
- Free internet access is available at all library branches.

HOW YOU CAN HELP

We recognise that quality services can only be achieved in partnership with you, our customers. We ask you to:

- Comply with any directions given by staff.
- Treat our staff with respect and courtesy so that they can deliver the best possible service to you. Council takes a zero-tolerance approach to abuse of its staff. Physical or verbal abuse of any staff member will not be tolerated. Customers acting inappropriately will be asked to leave the premises and may result in a police report or legal proceedings. Verbal abuse over the phone may result in the call being terminated.
- Assisting us to understand your needs clearly.
- Informing yourself of library policies and observing these at all times.
- Providing us with feedback on how we may improve our services, or how we can help to resolve a specific service problem that you may have.
- Respect the rights of other customers whilst using library facilities.
- Ensure children in your care are appropriately supervised whilst in the library.
- Take care of the items you borrow and return them on time.

HAVE YOUR SAY

- We will consult you on major issues affecting the service and keep you informed about changes and developments via email, library website and Council social media pages.
- We will listen to your views about the library service.
- Discuss the matter with a member of the library staff, who will assist you or refer you to the appropriate person.

Location and Contact

- Nambucca Valley Library branches are located at –

Nambucca Heads Library – 23 Ridge St Nambucca Heads 2448

Phone: 65686906

Email: nheads.library@nambucca.nsw.gov.au

Macksville Library – 41 Princess St Macksville 2447

Phone: 65681422

Email: macksville.library@nambucca.nsw.gov.au

Library Website and Catalogue:

<https://www.nambucca.nsw.gov.au/Community/Nambucca-Facilities-Local-Maps/Libraries-Home>

WRITE, EMAIL OR PHONE:

Wes McQuillan

Senior Librarian

Nambucca Valley Council Libraries

Phone: (02)65684529

Email: wes.mcquillan@nambucca.nsw.gov.au

Website: www.nambucca.nsw.gov.au