



CUSTOMER SERVICES CHARTER

VISION

Our library is the focal point for the community to support people to live, learn, work and play. We will do this by providing equity of access to information, services and support.

YOU CAN EXPECT THAT WE WILL

- Provide a prompt, courteous and efficient service to all
- Provide clear and accurate information regarding library policies
- Have convenient hours of opening
- Provide access to resources and services beyond the library walls
- Encourage community use of the library
- Respect your privacy
- Make you feel welcome and at ease in a comfortable environment
- Provide collections that are current, appropriate and well maintained
- Provide professional staff to assist you in using the library's resources and services

WE CAN EXPECT THAT YOU WILL

- Respect the rights of other customers
- Inform yourself of the policies of the library so that you can enjoy what is available to you without conflict
- Treat our staff with respect and courtesy
- Ensure that children in your care are properly supervised while in the library
- Treat library facilities, equipment, collections and property with due care
- Provide us with feedback on how we may improve our services. We value your comments

INFORMATION FROM YOUR COUNCIL

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