



Library Service Charter

Policy Statement

The Library Service Charter outlines how staff will assist customers and how they should be treated. It also includes expectations the Library has of its customers and how they should behave.

Related Legislation, Circulars or Guidelines (as amended)

- *Local Government Act 1993 No. 30 and Regulation*
- *Library Act 1939*
- *ALIA Statement on Public Library Services (2004)*
- *ALIA Statement of Free Access to Information (2001)*

Does this Document Replace an Existing Policy, Procedure or Plan?

- Yes, this document replaces Council's:

No

N/A

Related Council Policy or Procedure

- CHCC Code of conduct
- CHCC Complaints and other feedback policy
- Library Lending Policy
- Library Information Services Policy
- Library Public Access Internet Policy

Application and Distribution

It is mandatory for all Council officials to comply with this Policy.

This Policy and Guidelines is available on Council's website under Council Policies.

Approved by:

Signature:

Council: 24 September 2009
Resolution No. C52

General Manager

Effective: 24 September 2009

Review Date: September 2010

Distribution :

Registration Number:

Responsible Council Department/Officer: Manager, Coffs Harbour Library

Version History Table:

Key Responsibilities

Position	Directorate	Responsibility
Mayor	Council	To lead Councillors in their understanding of, and compliance with, this Policy and Guidelines.
General Manager	Executive	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this Policy and Guidelines. To approve resources to develop, implement and review this Policy and Guidelines.
Manager, Coffs Harbour Library		To ensure compliance with this policy.
Directors	All Directorates	To communicate, implement and comply with this Policy and related Guidelines.
Director of Corporate Services	Corporate Business	To ensure (directly or through delegation) the distribution and communication of the Policy and Guidelines to specified persons. To ensure (directly or through delegation) the approved Policy and Guidelines are available in hard copy and electronically on Council's website.
Executive Manager HR & Organisational Development	Corporate Business	Facilitate the provision of regular training to all Council officials on their role and responsibilities in relation to this Policy, Guidelines and related procedures.
Executive and Managers	All Directorates	To implement this Policy, Guidelines and related procedures. To lead staff in their understanding of, and compliance with, this Policy and Guidelines
Information Technology Manager	Corporate Business	To assist with the development of systems to support public access to this Policy, Guidelines and related information.
All Council officials	Council	To comply with this Policy, Guidelines and related procedures.

Library Service Charter Policy Guidelines

1. Introduction

Service Values

Council Library staff will:

- Treat you in a courteous and efficient manner.
- Provide a range of stock at each Library and Information Centre tailored to the needs of each community.
- Supply you with any items of lending stock held by the Library Service regardless of the branch at which the item is located.
- Ensure that the reference and information stock is kept up to date and will regularly monitor our performance in answering questions.
- Provide access to a range of modern information technologies and electronic databases.
- Support local community organisations by encouraging them to mount displays in each Library and Information Centre and to use library materials and services to support their activities.
- Aim to provide assistance to people who need adaptive technology and different media to enable them to use the full range of library services and facilities.
- Welcome your suggestions and comments about our Library and Information Service made in person, by telephone, fax, e-mail or letter.

Customer Responsibilities

The Library expects you to:

- Return your books on time, so that others may have a chance to borrow them.
- Take care of the items you have borrowed, preventing damage or loss, because you must pay for items which are damaged or lost whilst on loan to you.
- Keep your library membership card in a secure place and not lend it to other people.
- Behave in a manner, which does not disturb other people using the Library nor has the potential to damage equipment or library resources.
- Use the library premises, computers, services or resources for legal and legitimate purposes only.
- Supervise the children in your care whilst they are in the Library and Information Centre.
- Leave your pets outside the library. Only assistance animals required by disabled persons are permitted on the premises.
- Treat staff and volunteers politely, respectfully and courteously.

2. Definitions

Here is the meaning of some terms used in the Guidelines:

N/A

3. Objectives

The objective of Council's Library Service Charter is to:

- Outline how library staff will assist customers and how staff should be treated.
- Outline the expectations the Library has of its customers and how customers should behave when using Library services.

4. Policy Statement

Council's Library Service Charter is underpinned by the following principles:

4.1 Access

- Public access to information about the Library Service Charter will be through Council's website. Hard copy information will also be available from Council's libraries.
- Reasonable access assistance will be available to persons with special needs

4.2 Responsiveness and Accountability

Library staff will implement and monitor this policy.

4.3 Privacy and Confidentiality

The principles of Council's Privacy Management Plan will be applied.

4.4 Integrity, Dignity and Respect

- Council treats all persons with courtesy and respect.
- Council will not tolerate rude or aggressive behaviour towards Council officials. In such circumstances, Council officials are entitled to terminate phone calls or meetings as appropriate. Wherever possible, Council officials will provide the person with initial warning that their conduct is inappropriate and that the meeting or conversation will be terminated.
- Council officials will demonstrate fair and consistent decision-making.