

Big Sky Libraries

Customer Service Charter and Code of Conduct



Adopted [xx] 2015

Big Sky Libraries

Customer Service Charter and Code of Conduct

1. INTRODUCTION

Big Sky Libraries (**Library Service**) is committed to providing a welcoming and safe environment for research, study, learning and relaxation at its branch libraries.

The following Customer Service Charter and Customer Code of Conduct describe what behaviours and services customers can expect from staff at the Branch Libraries, as well as the behaviours that are expected from our customers.

1.1 Scope of Policy

This policy applies at all Branch Libraries of the Library Service.

From time to time, a Branch Library may organise the provision of library services within the geographical limits of the Member Councils Shires but not from the actual location of the Branch Library (for example, at Collarenebri). For this purpose, the venue from which such services are provided will be designated a “Branch Library” for the period library services are offered from that location and all Policies of the Library Service will apply to those services.

1.2 Definitions

Branch Libraries include the libraries of the Member Councils including Brewarrina, Lightning Ridge, Moree Community Library, Mungindi and Walgett and each of them is a **Branch Library**.

Library Service means Big Sky Libraries.

Member Councils are councils that are signatories to the Deed of Agreement.

Regional Library Managers’ Group means the group comprising the manager of each Branch Library (or their nominee), the Library Service’s Cooperative Library Manager and any other appropriate nominee of a Member Council which may include a councillor(s), the General Manager and the Director of Corporate Services of that Member Council.

2. CUSTOMER SERVICE CHARTER

2.1 Customer expectations

Our customers can expect:

- 2.1.1 Prompt, courteous and accurate service;
- 2.1.2 Clear and accurate information about library policies;
- 2.1.3 Libraries to be open in accordance with advertised opening hours;

- 2.1.4 Staff with professional expertise and knowledge;
- 2.1.5 Access to a wide range of library and information services;
- 2.1.6 Free and equal access to resources and services to all individuals and groups within the community, in accordance with the *NSW Library Act 1939*;
- 2.1.7 Access to online library services and Internet facilities; and
- 2.1.8 Confidentiality in accordance with the *Privacy and Personal Information Act 1998*.

3. CUSTOMER CODE OF CONDUCT

3.1 Customer expectations

It is expected that library customers observe the following requirements:

- 3.1.1 Inform yourself of the policies of the Library Service so that you can enjoy what is available without conflict. Policy documents may be online via at www.bsl.nsw.gov.au.
- 3.1.2 Treat fellow clients and library staff with respect and courtesy. Unsociable behaviour, including excessive noise, harassing or threatening staff or clients, is not acceptable.
- 3.1.3 Meet acceptable levels of personal hygiene or dress, in the interests of your health and safety and the interests of other clients using library facilities.
- 3.1.4 Consider others when using mobile phones or personal audio devices such as electronic games, pagers or CD players in public areas.
- 3.1.5 Treat library facilities, equipment, collections and property with due care.
- 3.1.6 No inappropriate sites or images are to be accessed on public access computers.
- 3.1.7 No animals are permitted in the library, with the exception of companion or therapy animals.
- 3.1.8 Food and drink are not to be consumed near any computers or equipment.
- 3.1.9 Theft, vandalism, assault, carrying a weapon and other criminal offences will be referred to the NSW Police by Branch Library staff.
- 3.1.10 Photographs may not be taken by members of the public without express permission from the Branch Library Manager.
- 3.1.11 Keep personal items with you at all times. The Library Service is not responsible for the security of personal belongings.
- 3.1.12 Staff have the right to inspect bags or property when customers leave the library.
- 3.1.13 Selling for profit, distribution of leaflets, undertaking surveys,

circulating petitions or collecting for charity within the library is not permitted, unless by prior arrangement with the Branch Library Manager.

3.1.14 Leave the library and follow staff instructions when requested at closing time and during emergency procedures.

3.1.15 Inform library staff promptly of any concerns you have relating to the behaviour of other clients.

3.2 Adherence to Policy

3.2.1 Customers of the Branch Libraries and Library Service staff, including headquarters' and Branch Library staff, are responsible for abiding by the intent of this policy. The Library Service's Customer Service Charter and Code of Conduct will be available to the public via the Library Service's website.

4. CHILDREN IN THE LIBRARY

4.1 Customer expectations

4.1.1 Although Branch Library staff take care to ensure the safety of all library users, they cannot provide child minding services, as they are not childcare workers.

4.1.2 NSW Legislation does not state an age at which a child can be left unattended within a public place. The Policy Guidelines state that the age at which children are able to be left unattended in libraries varies and is the decision of the individual library or library service as to what age minimum is set. In the case of the Library Service, children left unattended at a Branch Library are considered "at risk" if left unattended and are aged 10 years or younger..

4.1.3 Parents are advised to be aware of the following procedures in relation to unsupervised children in a Branch Library:

(a) Unsupervised children within a library can cause disturbances to other users and are also at risk of harm to themselves or others. Staff of the Branch Libraries reserve the right to ask any user to leave the library if their behaviour is affecting other library patrons or staff; is dangerous to themselves or others within the library; or if their behaviour is destructive to collections and other resources held within the library. For more information regarding exclusion from Branch Libraries please read the Library Service's Customer Exclusion Policy;

(b) If children are found left alone without adult supervision, library staff will attempt to contact their parent or care provider;

(c) If the child's parent or care provider cannot be reached within a reasonable amount of time or they ignore these conditions of use

on the supervision of children, Branch Library staff will contact the NSW Police to ensure the child's safety.

4.1.4 For further information in relation to children in a Branch Library, please refer to the Children's Policy.

5. PENALTIES

5.1 Non-compliance

5.1.1 Customers who do not comply with the Customer Code of Conduct may be asked to leave the library or may be refused access to the library buildings in accordance with the Library Service's Customer Expulsion Policy.

6. REVIEW AND AMENDMENT

6.1 This policy shall remain in effect until revised and adopted by the Regional Library Managers' Group.

6.2 This policy will be reviewed in accordance with the provisions of the *Local Government Act 1993* and, in any event, every three (3) years.

6.3 Interpretation of this Policy in relation to operational matters may be made through the Library Service's Cooperative Library Manager.