



## **Libraries ACT Customer Service Charter**

Libraries ACT provides high-quality library services to those who live, work and study in Canberra and the ACT.

We champion literacy, learning and the pleasure of reading; inspire and connect people; and engage them with their community and the world.

### **When you visit or contact the library, you can expect:**

- Respect, integrity and equity;
- Well-trained staff;
- Access to Libraries ACT resources and services at locations throughout Canberra;
- Access to resources from other library services through Inter Library Loan and Document Delivery;
- Library collections which aim to reflect the cultural richness of our community, and its interests and needs;
- Respect for privacy; and
- Zero tolerance of any behaviour which may risk the safety of staff or customers.

### **In return, we expect library members and visitors to:**

- Behave with respect, integrity and equity toward staff and other customers;
- Use services and technology, and care for ACT Government assets (library resources and facilities), in a smart, safe and responsible manner;
- Have their library membership card whenever they visit the library;
- Adhere to library policies, instructions, and terms and conditions of membership, including keeping personal details up-to-date by informing the library of any changes, returning or renewing items by their due date, and paying fees;
- Supervise children at all times and take responsibility for their use of library resources and services;
- Use the self-service facilities to borrow and return items;
- Book equipment, programs and community rooms online; and
- Provide constructive feedback which aims to improve our services.

## Feedback

We value your opinions and welcome constructive feedback to improve our services.

You can contact us to provide feedback or ideas by email, phone, web-based form, or by visiting a library branch. Library opening hours and the addresses of individual libraries are listed on the Libraries ACT website.

- Email [library.customerinfo@act.gov.au](mailto:library.customerinfo@act.gov.au)
- Phone 6205 9000
- Web [www.library.act.gov.au](http://www.library.act.gov.au)