



CUSTOMER SERVICE CHARTER

The mission of Cairns Libraries is to build and enrich community capacity through professional knowledge and information management, the provision of access to global information and resources in all formats for the Region, in a manner that promotes and supports quality lifestyle and leisure choices, cultural opportunities and lifelong learning.

This Charter outlines our service commitment to you and how you can help us to provide you with a quality service.

In Providing Our Services We Value

- Prompt and courteous service in a confidential and friendly manner.
- Free membership to all permanent Queensland residents.
- Provision of access to a wide range of materials to suit your requirements.
- Delivery of information resources that are well maintained, equitable and easily accessible.
- Access to a range of modern information technologies and electronic databases.
- Provision of services/activities for children and people with special needs, including people with disabilities, literacy requirements, seniors and multicultural communities.

Help Us To Help You By

- Treating staff, volunteers and other library customers politely, respectfully and courteously.
- Returning items you have borrowed complete, in good condition and on time.
- Treating library facilities and property with due care.
- Supervising children and other people in your care whilst in the library.
- Leaving your pets outside the library - excluding registered assistance animals.
- Taking responsibility for your personal property.
- Observing library regulations and complying with directions or instructions given by staff.

Unacceptable Behaviour and Discipline

Cairns Libraries observes zero tolerance to aggression and violence. Threatening, abusive or physically violent behaviour will not be accepted from anyone under any circumstances. Any such acts will result in any/or all of the following actions:

- a formal warning in writing.
- being asked to leave and/or removed from the premises.
- utilisation of security services and/or police assistance being sought and legal action implemented.

Client Feedback

To ensure that our services are meeting your needs, your comments and suggestions are important to us. You may use our Comment Sheet available at all library branches or email us at admin@cairns.qld.gov.au