

WWCL Customer Service Standards

The Wagga Wagga City Library (WWCL) is committed to providing opportunities to satisfy recreation and information needs in a safe and welcoming environment.

Purpose

The Customer Service Standard outlines the behaviours and services customers can expect from WWCL staff.

Scope

Wagga Wagga City Library staff.

Operating Standard Provisions

Customer Service

WWCL customers can expect:

- Prompt and courteous service.
- Clear and accurate information about library procedures.
- Access in accordance with advertised opening hours, excepting emergency and other unforeseen closures.
- Free and equal access to resources and services in accordance with the NSW Library Act 1939.
- Access to online library services and internet facilities.
- Confidentiality in accordance with the Privacy Act 1998.

Legislative Context

- NSW Library Act 1939
- Privacy Act 1988