

# WWCL Customer Service Standards and Customer Code of Conduct

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Wagga Wagga City Library (WWCL) is committed to providing a welcoming and safe work environment for staff, as well as a welcoming and safe environment for customers and visitors to research, study, learn and relax.

## Purpose

The following Customer Service Standard and Customer Code of Conduct describe what behaviours and services customers can expect from staff at all WWCL service points, as well as the behaviours that are expected from our customers.

## Scope

Wagga Wagga City Library.

## Responsibilities

WWCL Staff and customers.

## Operating Standard Provisions

### Customer Service

Our customers can expect:

- Prompt, courteous and accurate service
- Clear and accurate information about library procedures
- Libraries to be open in accordance with advertised opening hours
- Staff with professional expertise and knowledge
- Access to a wide range of library and information services
- Free and equal access to resources and services to all individuals and groups within the community, in accordance with the Library Act 1939 and the Library Regulation 2010
- Access to online library services and Internet facilities
- Confidentiality in accordance with the Privacy and Personal Information Protection Act 1998

## Customer Code of Conduct

It is expected that library customers and members of the public observe the following requirements:

- Inform yourself of the procedures of the library so that you can enjoy what is available without conflict. Procedure documents may be viewed at all branch libraries.
- Treat fellow clients and library staff with respect and courtesy. Unsociable behaviour, including excessive noise, harassing or threatening staff or clients, is not acceptable.
- 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.
- Consider others when using mobile phones or personal audio devices such as electronic games, pagers or CD players in public areas.
- Treat library facilities, equipment, collections and property with due care.
- No inappropriate sites or images are to be accessed, or inappropriate behaviour to be engaged in on public access computers.
- No animals are permitted in the library, with the exception of companion or therapy animals.
- Food and drink are not to be consumed near any computers or equipment.
- Theft, vandalism, assault, carrying a weapon and other criminal offences will be referred to the NSW Police by library staff.
- Photographs may not be taken by members of the public without express permission from the Library Manager.
- Keep personal items with you at all times. The library is not responsible for the security of personal belongings.
- Staff have the right to inspect bags or property when customers leave the library.
- 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 Library Manager.
- Leave the library and follow staff instructions when requested at closing time and during emergency procedures.
- Inform library staff promptly of any concerns you have relating to the behaviour of other clients.

## Children in the library

- Although library staff take care to ensure the safety of all library users, they cannot provide child minding services, as they are not childcare workers.
- Children under 10 years old must be accompanied and supervised by an adult at all times.
- Parents are advised to be aware of the following procedures in relation to unsupervised children in the library:
- If children are found left alone without adult supervision, library staff will attempt to contact their parent or care provider.

- If they cannot be reached within a reasonable amount of time or they ignore these conditions of use on the supervision of children, library staff will contact the NSW Police to ensure the child's safety.

## Penalties

(i) Clients 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.

(ii) Clients who are asked to leave the library may be excluded from the library (under the Customer Exclusion Procedure) for a period of time as determined by the General Manager and/or the Library Manager – Wagga Wagga City Library. Defined periods of exclusion have been determined for the following breaches:

a) abuse or harassment of staff and/or other library users – 6-12 months (depending on severity) for first offence; lifetime ban for repeated offences;

b) abuse or damage of collections and equipment, vandalism and theft – 6-12 months depending on severity;

c) access of inappropriate internet sites, or engagement in inappropriate behaviour on library computers – first offence: 6 months; second offence: lifetime ban.

For the purpose of this code of conduct, inappropriate Internet sites are those which are unsuitable for a public setting, and inappropriate online behaviour is that which is disrespectful or illegal, such as bullying or fraud. Please see related document: Procedure for Dealing with Inappropriate Internet and Wifi Use.

## Legislative Context

- Work Health and Safety Act 2011

## Related Documents

- Library Regulation 2010
- WWCL Customer Exclusion Policy
- Procedure for Dealing with Inappropriate Internet and Wifi Use.