



# LIBRARY CLIENT CHARTER

## COMMUNICATION

We want you to feel included and engaged



We commit to respectful and clear communication.

### WE WILL DO THIS BY:

- Actively listening and being empathetic
- Asking questions to understand your needs
- Using clear, concise and inclusive language
- Keeping you up to date with timely information
- Following up to ensure your needs have been met
- Consulting with you to co-create services
- Using appropriate communication channels.

### YOU CAN HELP US BY:

- Being respectful in your interactions
- Being clear in your requests
- Being aware of Library policies
- Providing constructive feedback

## SERVICES

We want you to feel supported



Our services will be accessible and relevant.

### WE WILL DO THIS BY:

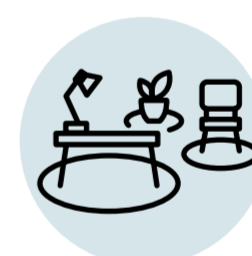
- Being respectful of your time
- Being knowledgeable and helpful
- Being professional and accountable
- Being inclusive and equitable
- Making our services visible and tailored to your needs.

### YOU CAN HELP US BY:

- Being respectful in your interactions
- Being clear in your requests
- Engaging constructively with our services
- Sharing your ideas and feedback

## SPACES

We want you to feel welcome and safe



Our spaces will be fit for purpose, accessible and safe.

### WE WILL DO THIS BY:

- Consulting with you to ensure that our spaces fit with your needs
- Continuously working to ensure our spaces are safe
- Providing a variety of purposefully designed spaces and facilities
- Ensuring physical spaces are clean and tidy
- Reporting issues and responding to feedback
- Using clear and consistent signage
- Providing clear and accessible usage guidelines

### YOU CAN HELP US BY:

- Looking after our spaces
- Being respectful of other users in the space
- Reporting issues with our facilities
- Following safety directions
- Adhering to the Library Use Policy

## COLLECTIONS AND RESOURCES

We want you to find what you need



Our digital and physical collections will be discoverable, comprehensive and available.

### WE WILL DO THIS BY:

- Supporting you to find and access what you need, either in person or online
- Making resources accessible and easy to find for all
- Taking a digital-first approach with our collection
- Ensuring our collections include current and relevant resources
- Ensuring our collections are tidy and ordered

### YOU CAN HELP US BY:

- Reporting issues with access to resources
- Returning borrowed items when they are due
- Being considerate and respectful in your use of Library resources
- Providing feedback and recommending resources for purchase