
POLICY:	CUSTOMER SERVICE CHARTER AND CUSTOMER CODE OF CONDUCT
LAST REVIEW:	May 2025
FILE REFERENCE:	21.00054
OBJECTIVE:	Describe behaviours and services customers can expect from staff at Bathurst Library, as well as the behaviours expected from library customers.

Bathurst Library is committed to providing a welcoming and safe environment for research, study, learning and recreation.

Guiding Principles

- Freedom can be protected in a democratic society only if individuals have unrestricted access to information and ideas.
- The services of the Library are provided based on equality of access for all, regardless of age, citizenship, political belief, physical or mental ability, gender identity, heritage, education, income, immigration and asylum-seeking status, marital status, origin, race, language, religion.
- The confidential relationships that exist between the Library and its users are protected.

The following **Customer Service Charter** and **Customer Code of Conduct** describe what behaviours and services customers can expect from staff at Bathurst Library and its outlets/branches, as well as the behaviours that are expected from its customers.

Customer Service Charter

Our commitment to our customers:

- We will serve you with courtesy and efficiency.
- We will provide an environment that is welcoming and is a pleasant place for you to browse, borrow and read.
- We will provide current and relevant library material and help you to find the information you need.

- We will encourage children and young people to use the Library by offering a range of special activities and services.
- We will support lifelong learning through access to materials, information technology and guidance.
- We will adapt our opening hours in response to community needs.
- We will welcome customer feedback and strive to continuously improve the resources and services we provide.
- We will endeavour to provide clear and accurate information about library policies.
- The library will be open in accordance with advertised opening hours.
- We will employ staff with professional expertise and knowledge.
- We will provide free and equal access to resources and services to all individuals and groups within the community, in accordance with the NSW Library Act 1939.
- We will provide access to online library services and internet facilities.
- We will treat all personal information as confidential in accordance with the Privacy and Personal Information Act 1998.

Customer Code of Conduct

It is expected that library customers observe the following requirements:

- Inform yourself of the policies of the library so that you can enjoy what is available without conflict. Policy documents are available online and at the library.
- Treat other customers 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 the library facilities.
- Consider others when using mobile phones or personal audio devices in public areas.
- Treat library facilities, equipment, collections and property with respect.
- 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 assistance or therapy animals, without the Library Manager's approval.
- Food and drink are not to be consumed near any computers or electronic equipment.
- Theft, vandalism, assault, carrying a weapon and other criminal offences will be referred to the NSW Police by library staff.

- Be mindful of personal belongings as the library is not responsible for the security of personal belongings.
- 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 library users.

Children in the library

- Children 10 years and under must always be accompanied and supervised by an adult.

Parents are advised to be aware of the following procedures in relation to unsupervised children at Bathurst 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 the library guidelines on the supervision of children, library staff will contact the NSW Police to ensure the child's safety.

Parents who leave a child unattended in a public library are exposing their child to potential harm, may be committing an offence under section 228 of the Children and Young Persons (Care and Protection) Act 1998 (NSW) and may be reported to the NSW Community and Justice department.

Penalties

- Persons 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.
- Persons who are asked to leave the library may be excluded from the library for a period as determined by the Director Cultural and Community Services and the Manager Library Services
- Should a customer refuse to leave the library when directed, assistance shall be sought from police.

RELEVANT LEGISLATION AND REFERENCES

[Australian Library and Information Association Free Access to Information Statement](#)
[Children and Young Persons \(Care and Protection\) Act 1998](#)
[International Federation of Library Associations and Institutions Statement on Libraries and Intellectual Freedom.](#)
[NSW Library Act 1939](#)
[NSW Library Regulation 2018](#)
[Privacy and Personal Information Protection Act 1998](#)
[Work Health and Safety Act, 2011](#)