



Client Services Charter

This charter outlines the level of service you can expect to receive from your City of Gosnells libraries.

OUR SERVICES

We can provide you with:

- Friendly and trained staff
- Access to technology including computers, tablets, photocopiers, printers and scanners – may be limited to 30 minute sessions when demand is high
- Physical resources including books, DVDs, magazines, games, puzzles and puppets
- Digital resources including eBooks, audiobooks, magazines, music and films
- Reservation services – we will give you an estimate of how long you will have to wait for your reserved item when you make your reservation
- A range of educational and entertaining programs for children and adults
- An online and in-house library catalogue to help you locate, request and explore our collections
- Meeting rooms and spaces for community groups to meet and run programs
- Comfortable areas to study, read and enjoy our resources

PLEASE NOTE

We are not able to provide:

- Assistance with lengthy enquiries – generally we can spend no more than 10 minutes on an individual enquiry
- Specialist assistance such as legal or medical advice
- Free space for you to run your business – if you are conducting business in the library you may be required to book one of our rooms and pay the associated fee

Please be aware that we will show you how to do something, but will not do it for you

OUR STAFF

You can expect these levels of service from our staff:

- We will treat you with courtesy and respect
- We will be welcoming and inclusive
- We will guide you to information and educate you in how to use our resources
- We will answer your reference enquiries in a professional manner at the first point of contact or seek to provide you with an effective referral if we are unable to help
- We will seek to assist you with any technical enquiries at the first point of contact or refer you to one of our tech sessions for complex enquiries

HELP US

You can help us by:

- Being courteous in your interactions with our staff
- Showing respect for other customers
- Having fair expectations
- Handling all of our collection items and equipment with care and respect
- Providing useful feedback on how we can improve

How to provide feedback

Ring your library or write a letter to:
PO Box 662, Gosnells WA 6990

Email: council@gosnells.wa.gov.au

Give us a Google review:

www.gosnells.wa.gov.au/About_us/Customer_service

READ MORE BOOKS

