

Customer Service Charter

This customer service charter outlines our service commitment to you and how you can help us to provide you with quality service.

Mackay Regional Council Libraries are dedicated to the provision of high level service. We are the public library service for the people of the Mackay region and form part of a state wide network of public libraries in Queensland.

We are a focal point for the community, a source of a wide range of library materials and a gateway to worldwide information resources.

Our services include:

- Collections that are well maintained and easily accessible
- Access to a wide range of information resources, both in the library and beyond its walls
- Professional assistance in using the library's resources and services
- Activities and programs for adults and children
- Services for people with special needs, including people with disabilities, literacy needs, older people and people from culturally and linguistically diverse backgrounds
- Personal computers, printers and photocopiers for your use
- Leaving a positive digital footprint through supporting our community to be smart, safe and responsible online.

In providing our services, we value:

- Equity of service delivery (non discriminatory / non judgemental)
- Customer relationships and the diversity and individuality of all people
- The professionalism and approachability of our staff
- Effective communication, including receiving your feedback on our services
- Lifelong learning
- Customer satisfaction and exceeding expectations
- Transparency of our processes
- Best practice and innovation
- Respect for others
- Team work

You can expect:

- Prompt, courteous and consistent customer service
- Helpful, knowledgeable, well-trained staff that will treat you with respect, confidentiality and in a culturally appropriate manner
- Fair and equitable access to resources and emerging technologies
- Access to a wide variety of resources in a range of formats that are up to date and well maintained
- Respect for your privacy at all times
- Prompt responses to your enquiries, comments or complaints

- Clear and accurate information regarding library policies
- A safe, comfortable, welcoming environment
- A responsive and contemporary library service

Help us to help you by:

- Treating other people in the library with respect and courtesy, whether they be customers, library staff, or volunteers
- Treating library facilities, equipment, collections and property with due care
- Assisting staff by stating your needs clearly
- Providing us with feedback on how we may improve our services, or how we can help to resolve a specific service problem
- Participating in the activities and services offered by the library in a spirit of good humour and co-operation
- Informing yourself of library policies and rules and observing these at all times
- Ensuring that children in your care are properly supervised while in the library
- Complying with any directions or instructions given by staff
- Utilising all available library services to support your library needs
- Returning your borrowed items on time and in good condition.



Library spaces



Assortment of books and technology



Your expert team



Learning and cultural programs



Future ready organisation

MyLibrary
#EVERCHANGING