

# Libraries Customer Charter

## INTRODUCTION

Wellington City Council is committed to providing a high quality, accessible and predominantly free library service to the people of Wellington.

The Wellington City Libraries are committed to:

- Enabling people to achieve their goals through access to library resources.
- Promoting and contributing to lifelong learning and enjoyment.
- Collecting and maintaining general and specialist library collections.
- Promoting Wellington City Libraries as a community focal point.

## OUR VISION

*Open for creativity, connection and innovation*

## OUR MISSION

*To connect our communities to knowledge, wonder and possibilities*

## PURPOSE OF THE CHARTER

This document sets out useful information about Wellington City Libraries, the nature and standards of service you can expect and the policies which enable all to use the Libraries to maximum enjoyment and benefit.

## WHAT CAN YOU EXPECT?

The day-to-day management of the library is under the control of the Manager, Libraries and Community Spaces.

## **CUSTOMER SERVICE COMMITMENT**

### **CUSTOMER COMMUNICATION**

- We will honour our obligations under the Treaty of Waitangi through consultation with Tangata Whenua and Taura Here and by the development and implementation of bicultural values.
- Staff will be appropriately trained and will provide courteous and helpful service to customers.
- We will be efficient in dealing with customer requests for information or service.
- All customer information will be kept confidential within the terms of the Privacy Act 1993 and its amendments.
- Suggestion forms will be held at each library for customers to comment on any part of our service. Customers may also recommend titles to be considered for purchase by the libraries.
- Consultation will be undertaken according to the Engagement Policy published by Wellington City Council.

### **ACCESS TO LIBRARY SERVICES**

**Objective:** To ensure library buildings meet safety and access standards and to take flexible and innovative approaches to accessing library resources.

- All buildings will be as safe as possible for customers in accordance with the Health and Safety in Employment Act 1992 and its amendments.
- All libraries will have wheelchair access to buildings and to library stock.
- People with disabilities will have access to special collections e.g. talking books.
- Long-term housebound customers will be provided with a home delivery service.
- Children and young adults will be able to borrow from their collections (other than DVDs) free of charge.
- A Wellington City Libraries' membership card will be able to be used at any Wellington city branch library or our online branch [wcl.govt.nz](http://wcl.govt.nz).
- Online access to searching the library catalogue will be provided at each site.
- Access to material held by libraries other than Wellington City libraries may be made available, for a fee, through the interloan system.

## **Community Liaison**

- We will employ different ways to invite customer feedback and input to improve the service and to assist in establishing priorities.
- We will seek opportunities to develop services in partnership with groups in the community.

## **Membership**

Free membership is available to:

- any ratepayer or resident of Wellington City.
- members of the Tenth Trust or Mana Whenua iwi affiliation.
- the partner and dependants of any ratepayer who is not resident in the city.
- students enrolled in pre-school, primary and secondary schools or tertiary institutions in the Wellington ratepaying area.
- agents of any Wellington business firms or educational institutions, including child-care centres or Kohanga Reo.
- seamen who have no shore address, provided their ship calls at Wellington at least once a fortnight.
- diplomatic staff with diplomatic status, their partners and families, .
- visitors staying in Wellington for more than three months providing they can provide two New Zealand addresses.
- employees of Wellington city businesses and organisations.

Subscriptions:

Wellington regional customers not covered by the above provisions will be able to join the library by paying an annual subscription or a per item charge for each physical item borrowed.

## **OUR SAFE AND RESPECTFUL ENVIRONMENT**

Libraries are here for the use and enjoyment of everyone. We ask that you show consideration to others and honour the following:

### **CUSTOMER RIGHTS AND RESPONSIBILITIES**

All library users have a right to:

- Service that is courteous and respectful
- A safe and welcoming environment

When using library services you have a responsibility to:

- Respect the rights of others
- Treat staff with courtesy and respect
- Treat other library users with courtesy and respect
- Treat library buildings and materials with care

Staff will decide if a given situation is inappropriate.

Failure to honour your responsibilities may result in being asked to leave the library. Serious or repeated incidents will result in being removed and excluded from the library.

- Please comply with all requests from staff.
- Unlawful, disruptive, threatening or offensive behaviour is not appropriate in libraries.
- Behaviour which impedes staff from carrying out their usual duties or which disrupts other customers is not appropriate.
- Children are welcome in all libraries. For their safety and wellbeing, children under 14 must be accompanied and actively supervised at all times. If children are left without reasonable provision for supervision and care, Libraries staff may contact the Police and/or Oranga Tamariki.
- If any child acts unreasonably in the library, staff may request that the child and any person in charge of the child leave the library.
- Please leave the library and its contents as you found them so that others can enjoy them as well.
- Any item borrowed from the library should be returned in the time period set by the Manager, Libraries and Community Spaces.
- If your actions or behaviour create a health and safety hazard, library staff will ask you to stop, eg leaving power cords on the ground, settling in passageways, lying over tables and chairs etc
- Library users remain responsible for their personal possessions at all times.
- Wellington City Libraries are smoke free environments.
- The use and/or possession of drugs and alcohol is not allowed.
- Guide and other assistance dogs are welcome in the library: other animals are not.
- Dangerous goods and flammable spirits are not permitted in the library.
- Bicycles, skateboards, scooters and rollerblades could cause injury to customers and must not be used in the library.

- Soliciting for donations of money or signatures on any petition or offering any goods for sale are activities that must be conducted outside of libraries.
- Library users are able to enter or remain in the library outside business hours only with the agreement of staff.

## **LIBRARY POLICIES**

### **FEES**

- The Council may from time to time set fees for specific library services or cancel all or any of the fees set.
- Every person signing a membership agreement agrees to pay all fees and damage or replacement costs that are incurred. They also agree to information being passed to debt collection and credit reporting agencies if they default. Wellington City Libraries will pass on any costs (including commissions and/or legal fees) incurred in recovering the money owed.
- Customers who owe money to the library can use library services providing the amount owed does not exceed a set amount as determined by the Manager, Libraries and Community Spaces.
- Items must be returned by the end of business on the due date.
- If any item is lost, destroyed or returned in a damaged condition the borrower will need to pay for repairing, cleaning or replacing the item or set of items it is part of.
- Customers will be able to reserve items not currently available. From time to time the library may exclude any item from being available for use and may also impose limits on the number of items that may be reserved or borrowed by a customer at any one time.

### **MEMBERSHIP**

- Membership privileges may be withdrawn if customers have outstanding items or fees.
- Any customer acting in an unlawful or offensive manner in the library will be excluded or removed from the library by any staff member, security guard or police officer. The Chief Executive Officer of Wellington City Council may exclude that person from the library for an appropriate period.
- So that we can keep in touch with you, please notify the library of any change of name or contact details.
- In the event of a library card being lost or stolen, responsibility for items issued on that card remains with the card holder, unless the library has been notified of the loss.
- Membership privileges apply only to the person named on the library card.

## **COLLECTIONS**

The collection budget, set annually by the Council, is distributed according to usage and customer demand.

### **Collection objectives**

Wellington City Libraries provides opportunities for creativity, connection and innovation through a collection which enables learning and discovery. The following principles guide selection and management of this collection.

- Wellington City Libraries provides collections in a range of formats representing the diversity of views suited to our communities and that meet their current and anticipated needs.
- Wellington City Libraries collects and preserves material unique to Wellington.
- Wellington City Libraries is committed to freedom and equity of access to information in line with relevant legislation.
- Wellington City Libraries commits to partnership with Tangata Whenua.
- Wellington City Libraries provides best value.

If you would like more information about the collection, please see our [Collection Policy](#).

### **Donations**

- Offers of donations need to meet the criteria in the Collection Policy and will only be accepted by arrangement with the Collection Development Team ([enquiries@wcl.govt.nz](mailto:enquiries@wcl.govt.nz)).
- Donations, once added to the collection, are managed like all other material and are subject to the same conditions of loan, use and retention.
- If you wish to donate unpublished material, please contact Gábor Tóth, the Local and NZ History Specialist ([Gabor.Toth@wcc.govt.nz](mailto:Gabor.Toth@wcc.govt.nz)).

## **PUBLIC INTERNET ACCESS**

- Each library site will have at least one public internet computer and customers may print on a charge per page basis.
- Customers will be able to access the Internet and read and send email on computers located at each library.
- Microsoft Office products including Word and Excel will be available for use, on public internet computers.
- To access subscription databases customers must be registered members of Wellington City Libraries. Agent card holders may not access the databases.
- USB drives may be used on the public internet computers.
- All customers must agree to an acceptable use statement (agreeing not to access material that is unacceptable, such as pornography, nor to use it to harass people via email or conduct any illegal business, nor copy licensed

or copyrighted software, or gain access to a resource to which the user is not entitled) before commencing each internet session. Wellington City Libraries will not take responsibility for the material accessed. In the event of unacceptable material being accessed, that customer's access to library services may be withdrawn for a period to be determined by the Manager, Libraries and Community Spaces.

- Customers must abide by the terms and conditions they agree to when using subscription databases.

**DISPLAYS** – please see our [Displays Policy](#).

## **TELLING US WHAT YOU THINK**

We are interested in your comments on the service we provide. Both praise and criticism help us to improve. We will take all complaints seriously, and will impartially examine the issue and provide reasons for the decisions we make.

- Customers should raise any issues in the first instance with staff .
- Issues not resolved may be put in writing to the Manager, Libraries and Community Spaces.
- Any issues so received will be responded to within 3 days of receipt.

## **HOW TO CONTACT US**

**Our street address in the CBD is:** 29B Brandon Street, Wellington 6011, New Zealand

**Our postal address is:** P.O. Box 1992, Wellington 6140, New Zealand

**Our email address is:** [enquiries@wcl.govt.nz](mailto:enquiries@wcl.govt.nz)

**Our website is:** [wcl.govt.nz](http://wcl.govt.nz)

**Our telephone number is:** +64 4 801 4040

## **Further information**

Further information and advice about matters covered in the Libraries Customer Charter may be obtained from any library.

The Libraries Customer Charter will be regularly reviewed to ensure it is up-to-date.