

Customer Service charter



ACKNOWLEDGEMENT OF COUNTRY

We remember and respect the Ancestors who cared for and nurtured this Country. It is in their footsteps that we travel these lands and waters. Lake Macquarie City Council acknowledges the Awabakal people and Elders past, present and future.

Our Service Values



We practice optimism



We listen to understand



We take ownership



We seek solutions



We keep our minds open

Our commitment to you



We are welcoming and safe spaces – the library belongs to everyone.



We provide a prompt, and courteous service with professional expertise and knowledge.



We provide access to comprehensive, current and relevant collections



We welcome ideas and suggestions so that we can continue to improve our service to you.



We invite you to enjoy our spaces. Food and drink is welcomed



We provide services, resources, and programs to meet diverse needs.



We welcome companion animals.

In return, we ask from you



Treat staff, volunteers, and other library customers with respect – help us make the library a safe space for everyone.



Headphone use is encouraged.



Take responsibility for your property whilst in the library.



Ensure children under your care are supervised.



Respect library equipment and resources.



Keep Cyber-safe online and follow our public PC conditions of use

Behaviours and actions contrary to the Charter, will not be tolerated and may lead to suspension, cancellation or withdrawal of services. These include:

- Aggressive and disruptive behaviour, including harassment of other people, physical or verbal threats and intimidation
- Use of or being under the influence of illicit substances.
- Must not be in the possession of weapons or prohibited items.
- Theft or damage to property

Thank you for helping us provide a positive service for the community and for visiting Lake Mac Libraries.