

# CUSTOMER CONTACT STANDARDS

Townsville City is vibrant, progressive and offers a great lifestyle. Townsville City Council's vision is to provide quality services through commitment and leadership.

CityLibraries Townsville is a vibrant, inclusive community space. We are guided by values of »

respect RESPONSIBILITY  
COOPERATION  
patience empathy

As we pursue our vision of working with our community to connect people, information, learning and lifestyle we never lose sight of these guiding principles. While the nature of our library may change over time with the introduction of new spaces, programs and services, we will always be guided by these values in our interactions with customers and colleagues. Our commitment is to always provide our customers with the highest standards of customer service.

## WE COMMIT TO:

- » Value you our customer
- » Interact with customers and colleagues with understanding and without bias
- » Take the time to listen effectively
- » Deliver a high quality service
- » Work with you to meet your needs

## TO HELP US TO DELIVER THE BEST POSSIBLE SERVICE, WE ASK YOU TO:

- » Respect our staff, other customers and library property
- » Work with us cooperatively
- » Have patience and understanding
- » Give us feedback on the things we do