

# Our Commitment to you

The Library is committed to providing customer service that:

- is focused on meeting or exceeding customer expectations
- is delivered by skilled, motivated and respectful staff
- provides the best outcome for the customer

The Library will:

- plan to provide spaces that are accessible, bright and friendly
- respect your personal information
- invest in staff development to continually build staff skills
- consult with the community regarding their needs and expectations of the library service

Our staff will:

- be courteous, knowledgeable and helpful
- address situations from the customer perspective
- aim to resolve enquiries immediately

If an issue cannot be resolved immediately, it will be passed on to the appropriate staff member and you will be contacted within an agreed timeframe.



Learn more about the Whitehorse Manningham Regional Library Corporation by visiting [wml.vic.gov.au/Library\\_Corporation](http://wml.vic.gov.au/Library_Corporation)



## How to Contact Us

### By Telephone

Blackburn	9896 8400
Box Hill	9896 4300
Bulleen	9896 8450
Doncaster	9877 8500
Nunawading	9872 8600
The Pines	9877 8550
Vermont South	9872 8650
Warrandyte	9895 4250

We aim to resolve enquiries immediately. If this is not possible, we will phone or email you with a response within an agreed timeframe.

### Online

Online enquiries can be submitted at [wml.vic.gov.au](http://wml.vic.gov.au) through the contact page.

Enquiries will be acknowledged within three working days. If your enquiry cannot be resolved within this timeframe, we will email you to let you know who is dealing with your enquiry and when they expect to resolve it.

### In Writing

'How was your visit today?' feedback forms are available at all branches.

We will acknowledge your enquiry within ten working days. If your enquiry cannot be resolved within this timeframe, we will write to you to let you know who is dealing with your enquiry and when they expect to resolve it.

Alternatively, you can send a letter to **PO Box 3083, Nunawading VIC 3131**.

## Our Vision

A library open for all to discover a world of possibilities.

## Our Mission

To provide opportunities that inspire our community to read, learn, connect and create.

## Our Values

### Respect

We acknowledge our diverse community and support equal access to services by all.

### Integrity

We are open, honest and accountable in the way we conduct our business.

### Community Driven

Our services and the way we deliver them are shaped by the needs and aspirations of our community.

### Collaboration

Together we develop positive relationships and partnerships that strengthen our services and their impact.

### Excellence

We aim for excellence and strive to find new ways to improve how we work and deliver services.

## Library branches

### Blackburn Library

Cnr Blackburn & Central Roads, Blackburn 3130  
9896 8400

### Box Hill Library

1040 Whitehorse Road, Box Hill 3128  
9896 4300

### Bulleen Library

Bulleen Plaza  
Manningham Road, Bulleen 3105  
9896 8450

### Doncaster Library

MC Square  
687 Doncaster Road, Doncaster 3108  
9877 8500

### Nunawading Library

379 Whitehorse Road, Nunawading 3131  
9872 8600

### The Pines Library

The Pines Shopping Centre  
Cnr Reynolds & Blackburn Roads, East Doncaster 3109  
9877 8550

### Vermont South Library

Pavey Place (off Livingstone Road), Vermont South 3133  
9872 8650

### Warrandyte Library

Warrandyte Community Centre  
168 Yarra Street, Warrandyte 3113  
9895 4250

# CUSTOMER SERVICE CHARTER



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 Whitehorse  
Manningham  
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*open for discovery*