

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.

How to Contact Us

By Telephone

Contact any branch during opening hours. 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** 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 vibrant and inclusive library service that enriches our community

Our purpose

To strengthen and inspire our community by providing opportunities to learn, create, connect and imagine

Our Values

Respect

treating everyone with respect, dignity and courtesy

Integrity

being open, honest and accountable

Curiosity

being open to learning and exploring ways to improve

Collaboration

working together to achieve better outcomes

Agility

being flexible and adaptable to change

ADMINISTRATION

1040 Whitehorse Road
Box Hill 3128
P. 9896 4333

BLACKBURN

Cnr Blackburn and Central
Roads
Blackburn 3130
P. 9896 8400

BOX HILL

1040 Whitehorse Road
Box Hill 3128
P. 9896 4300

BULLEEN

Bulleen Plaza
Manningham Road
Bulleen 3105
P. 9896 8450

DONCASTER

MC Square
687 Doncaster Road
Doncaster 3108
P. 9877 8500

NUNAWADING

379 Whitehorse Road
Nunawading 3131
P. 9872 8600

THE PINES

The Pines Shopping Centre
Cnr Blackburn and Reynolds
Roads
East Doncaster 3109
P. 9877 8550

VERMONT SOUTH

Pavey Place
Vermont South 3133
P. 9872 8650

WARRANTYTE

Warrandyte Community
Centre
168 Yarra Street
Warrandyte 3113
P. 9895 4250

web@wml.vic.gov.au
www.wml.vic.gov.au

Customer Service Charter

Proudly owned by

