



Moreland City Council

Service Charter

Moreland City Libraries

Why we exist

The range of services delivered by Moreland's library service aim to:

- provide equitable access to informational, cultural, educational and recreational resources
- improve the quality of life of residents by providing a life long learning centre for the community
- increase residents' participation in community life by improving literacy skills
- meet the cultural needs of our diverse community
- increase a sense of belonging within the community.

What we value

Our services contribute to the creation of a well-informed community and are delivered by trained staff who will:

- be pleasant and attentive to your requests
- serve you without bias or prejudice
- respond to your individual and cultural needs with respect and dignity
- identify themselves by name over the telephone
- give their name on request
- wear name badges when providing personal service.

What we do for you

Moreland's library service offers a wide range of services to the community:

- lending services
- reference and information services
- electronic services including Internet and databases
- community programs and cultural activities
- materials available in 16 languages.

For a full description of services and facilities provided by Moreland's library service, please refer to the library information brochure available at all libraries, visit the website at www.moreland.vic.gov.au/libraries.htm or contact the Information and Community Programs Librarian on 9353 4000.

Where you can find us

Access to Moreland's library service is available at the following locations during the following times. Library users may return borrowed materials to any Moreland library at any time. All libraries have after hours return chutes.

Location	Hours of operation	
Brunswick Library Corner Sydney Road and Dawson Street Brunswick 3056 Ph 9389 8600 Fax 9387 4853 Email: brunswicklibrary@moreland.vic.gov.au	Monday – Thursday Friday Saturday Sunday	11 am - 8 pm 11 am - 5 pm 10 am - 1 pm 1 pm - 5 pm
Campbell Turnbull Library 220 Melville Road West Brunswick 3055 Ph 9384 9200 Fax 9383 1639 Email: ctlibrary@moreland.vic.gov.au	Monday and Thursday Tuesday Wednesday and Friday Saturday Sunday	11 am - 5.30 pm 11 am - 8 pm 11 am - 5 pm 10 am - 1 pm Closed
Coburg Library Corner Victoria and Louisa Streets Coburg 3058 Ph 9353 4000 Fax 9354 2159 Email: coburglibrary@moreland.vic.gov.au	Monday Tuesday – Friday Saturday Sunday	1 pm - 8 pm 10 am - 8 pm 9 am - 1 pm 2 pm - 5 pm
Fawkner Library Jukes Road Fawkner 3060 Ph 9355 4200 Fax 9357 3743 Email: fawknerlibrary@moreland.vic.gov.au	Monday and Thursday Tuesday Wednesday and Friday Saturday Sunday	11 am - 5.30 pm 11 am - 8 pm 11 am - 5 pm 10 am - 1 pm Closed
Glenroy Library 737 Pascoe Vale Road Glenroy 3046 Ph 8311 4100 Fax 9304 1877 Email: glenroylibrary@moreland.vic.gov.au	Monday and Friday Tuesday, Wednesday and Thursday Saturday Sunday	10 am - 5.30 pm 10 am - 8 pm 9 am - 1 pm 2 pm - 5 pm

How we deliver our services

Premises

Citizens of Moreland have access to library facilities that are:

- smoke free environments
- comfortable and professionally cleaned on a regular basis
- accessible to people with disabilities.

Guides to libraries

Moreland's libraries:

- have clear exterior signage attached to each library
- have collections and services clearly signposted within libraries
- provide application forms, reservation forms, user feedback forms and information brochures in several languages.

Collections

Citizens will have access to library collections that:

- reflect the needs and cultural diversity of the community
- are well maintained and regularly updated in consultation with users
- reflect the age distribution of the population.

Staff

Citizens will be assisted by staff who receive appropriate professional training on an ongoing basis.

Service commitments on collections

Moreland's library service will:

- provide requested books or other materials that are available at another service point at the requested library within three working weekdays
- begin the ordering process for reserved items that we don't hold by contacting our suppliers and other library services within five working days
- notify people in writing or by email that their computer reserved requests are available for collection from the applicable Moreland library
- hold books and other requested materials at the applicable Moreland library for up to 10 days
- give priority to the processing and cataloguing of books ordered by library users
- provide online access to the library catalogue, including the ability to renew and reserve items.

How to deal with us when standards are not met

Council is committed to ensuring that residents who are unhappy with the type and/or level of services provided at any of Moreland's libraries have easy access to the Moreland City Council complaint handling and resolution service.

If you are concerned with any aspect of Moreland's library service, you may register your concerns or comments:

- by completing the User Feedback Form available at all libraries in 17 languages
- face-to-face with any Moreland library staff member
- by phone or email to any Moreland library
- in writing to the Service Point Supervisor at any Moreland library
- by phone with a Moreland City Council Citizen's Service Officer on 9240 1111
- by phone or email to the Information and Community Programs Librarian on 9353 4000.

All written complaints will receive an acknowledgment letter, in addition to any other communication, e.g. a telephone call, within 10 working days and a detailed response within four working weeks having regard to the urgency of the complaint. Library users will be kept fully informed should there be a delay to this response.

Remedies for unsatisfactory service

If Moreland's library service fails to meet the service standards outlined, we will rectify the problem and provide you with a written explanation which will clearly outline the actions we have undertaken to prevent such problems or failures reoccurring.

Changes to service standards

Any amendments to the Library Service Charter will be undertaken in full consultation with the Moreland Libraries Advisory Committee (MorLAC).

Service improvements

Council will conduct an annual library user survey to determine levels of satisfaction with existing services.

The survey results will be analysed to help design improvements to the service. We will seek the advice of MorLAC before introducing any major changes to service.

The results of these surveys and proposed improvements will be made available to Moreland residents through the usual channels, such as the Moreland page in the local press, on each library's community information notice board and on Council's Internet site.

What other library users can expect from you

Library users will:

- have consideration and respect for other users and for staff
- take appropriate care of resources, facilities and buildings
- comply with the library's policies which are aimed at providing the best service for all our users.

Language	Link		
中文	9280 1910	Hrvatski	9280 1917
Italiano	9280 1911	Polski	9280 1918
Ελληνικά	9280 1912	All other languages	
العربية	9280 1913	including ئههۆتێ , 廣東話,	
Türkçe	9280 1914	فارسی, Kurdi, Malti,	
Việt Ngự	9280 1915	Македонски, Српски,	
Español	9280 1916	Somali, Tetum	9280 1919

[This charter was approved by the Management Executive Group 31 July 2007]