

# Hamilton City Libraries Customer Charter

## VISION

Shape a City by growing a strong intelligent community with a passion for knowledge

### Hamilton City Libraries aspire to:

- Create vibrant, inclusive and accessible community places
- Reinforce the importance of bicultural relationships based on open communication, the uniqueness of Maaori heritage, and the values of local iwi
- Provide relevant, up-to-date reference and lending collections, and permanent heritage collections
- Connect the community with leading edge information and communications technology
- Provide great service to all customers through highly professional, skilled and knowledgeable staff
- Provide learning opportunities for customers to gain the skills to find the information they want
- Communicate with and gather ideas from customers, and partner with community organisations
- Deliver effective operations with commitment to continuous improvement.

### Our expectations of each other are to:

- Treat one another with courtesy and respect
- Behave in a safe manner in accordance with health and safety regulations
- Respect and look after the libraries and their contents
- Follow library policies, guidelines and specific requirements of designated areas
- Refrain from consuming alcohol, drugs and illegal substances in the libraries; and any food or drink on Level 3 of the Central Library.

### Our expectation of our customers is to:

- Reasonably supervise young children while in the libraries (refer the Summary Offences Act, Section 10b).



SEND YOUR  
MIND  
SOMEWHERE

 **Hamilton City Libraries**

[www.hamiltonlibraries.co.nz](http://www.hamiltonlibraries.co.nz)