

ALBANY PUBLIC LIBRARY

CUSTOMER & BEHAVIOUR CHARTER

The Albany Public Library contributes to the City of Albany's vision *"to be Western Australia's most sought-after and unique regional City to live, work and visit"*.

Albany Public Library's commitment to delivering this with our community is our Customer Charter.

OUR VISION

To be a Library committed to –

- Creating an engaging, accessible and inspiring "home away from home" - a physical and virtual 'community hub'.
- Being a place that celebrates knowledge and learning; and provides life-long learning opportunities
- Providing a safe, inclusive and stress free space for all the community
- Collaborating and building strong partnerships within the wider community
- Collecting and preserving our social and documentary heritage for current and future generations.

We ask that you -

- Show respect and consideration
- Follow staff direction
- Observe all policies and guidelines
- Report bullying, harassment or unlawful behaviour

We Engage Enrich Educate Entertain and Excite You!

