



Fremantle Library Charter

Our library values

No matter your circumstances you are welcome at Fremantle Library.

Everyone is expected to treat others in a respectful manner. Tolerance, respect and empathy are essential for an enjoyable library experience.

We all have a responsibility to work together to ensure the library is safe for staff and community alike.

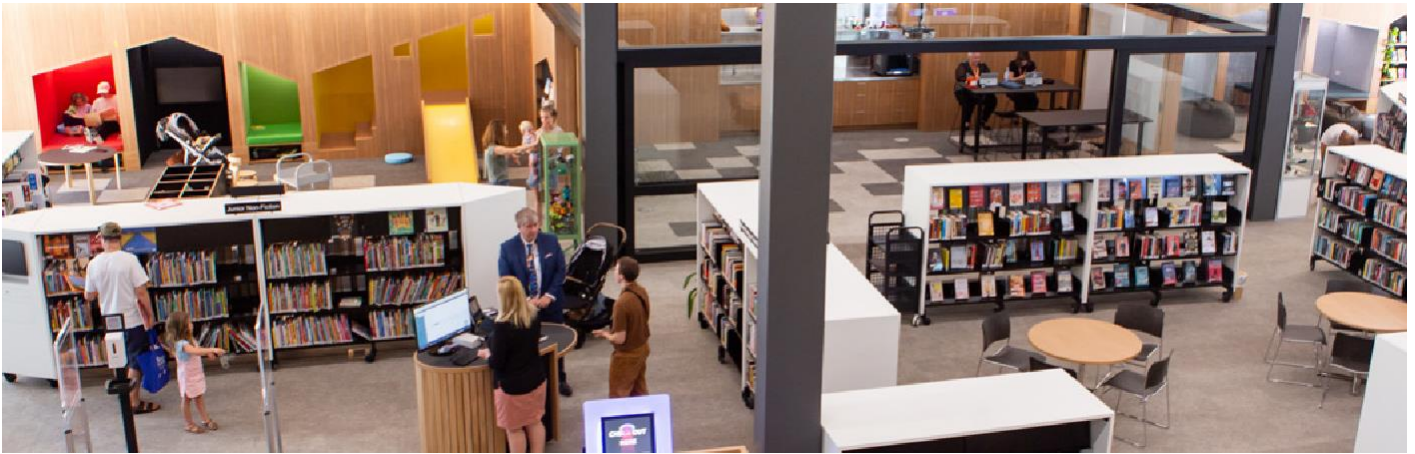
City of Fremantle customer service standards

The City of Fremantle strives to maintain the highest standards of customer service that is authentic and of real value:

- When you telephone us, your call will be answered within 20 seconds 80% of the time.
- We will answer your call courteously and professionally, identifying ourselves by name.
- Emails and online service requests will be acknowledged by email within one working day and we aim to resolve your enquiry within 10 working days. If your enquiry requires in-depth research or follow-up that takes longer than 10 working days, we will contact you to inform you of our progress and when it is expected to be resolved.
- Monitor social media and respond if action is required within 24 hours.

Alternate formats available upon request

fremantle.wa.gov.au/library



Our promise to you

Prompt friendly service.

Professional approachable staff who will treat you with respect, confidentiality and in a culturally appropriate manner.

Fair and equitable access to information and our buildings, collections, services and programs.

A contemporary collection that aims to inspire and foster learning and creativity, provided in a variety of accessible formats.

How you can help

Treat all people in the library with respect. Aggressive language or behaviour will not be tolerated.

Work with our staff to make yourself and your query understood. Please be patient, and we will too.

Ensure that children and other people in your care are properly supervised, and take responsibility for your personal property.

Treat our collection, equipment and facilities with care.

Fremantle Library service standards

Fremantle Library aims to meet the Standards and Guidelines as outlined by the Australian Library and Information Association (ALIA, reviewed December 2020):

- When you visit the library, a minimum of three City employees will be on hand to assist you.
- The library's opening hours are convenient and support as much of the community to access the space as possible with extended opening times—evenings to 7pm, Saturdays from 9am to 5pm and Sundays from 11am to 3pm.
- Our collection is large, diverse and regularly updated with a minimum of 58,000 items available to borrow or view.
- While in the library, you will have a variety of options to access technology, with a minimum of 14 public computers, low cost printing, and WiFi access available.

