



Customer Service Policy

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The way we work with our customers

Guiding principles for service excellence at South Wairarapa Libraries (SWL)

A friendly environment SWL staff take responsibility to provide an inclusive friendly service in a welcoming environment <ul style="list-style-type: none">• Welcome customers and give them our full attention.• Be sensitive and flexible to the diverse needs, backgrounds, and circumstances of our customers.• Ensure the workplace is clean, tidy and accessible for all.• Take pride in the presentation of our library, ourselves, and the work we do.	Trustworthy SWL staff take responsibility to respond to requests in a reliable, respectful, and courteous manner <ul style="list-style-type: none">• Treat everyone equally, and with respect.• Treat personal information with confidentiality.• Take ownership of a request or task to ensure a high-quality, satisfying outcome.• Make judgement calls always in the customer's favour.
Information delivery SWL staff take responsibility to deliver relevant information efficiently and consistently <ul style="list-style-type: none">• Listen actively to customers to ensure we understand their needs.• Respond positively to all inquiries, by actively seeking an answer even when we are unsure.• Know what resources are available and be familiar with them.• Proactively seek professional training and development to ensure skills are current.	Empowering SWL staff take responsibility to encourage our customers to meet their information needs themselves by providing an understanding of the Library and its resources <ul style="list-style-type: none">• Inspire our customers to try new things.• Look for opportunities to expand our customers' knowledge and abilities to confidently use the libraries.• Actively promote library programmes, resources, and services• Proactively share our knowledge and skills with each other.

Principles

1. SWL customers will have access to all three libraries across the South Wairarapa District
2. SWL customers will experience seamless services at any of the three libraries (Featherston, Martinborough, Greytown)
3. SWL will maintain or improve existing levels of service
4. SWL libraries will reflect the individual character of their communities

Purpose

The purpose of SWL policies is to assist libraries' staff apply the relevant customer service principles in providing excellent customer service.

Policy statements

1. Our priority is excellent customer service – avoid using these policies as barriers to our customer service.
2. Always look for a solution which will result in the best outcome for the individual customer and enable our customers' continued enjoyment of the library service.
3. The needs of external customers will always take priority over staff needs.
4. Take personal responsibility for the complete customer interaction when you are the first point of contact with the customer.
5. Take personal responsibility for knowing all policies and procedures.

6. Customers have a statutory right to privacy so always treat customer information with discretion.

Membership

Membership to SWL libraries is open to residents or those paying rates within the territorial local authority areas of South Wairarapa District.

Applicants must register at a SWL branch. This allows them to access library services and electronic resources provide by SWL.

To verify identity, the applicant must show original personal ID (i.e., not a photocopy) that is signed and imprinted or embossed with their name (i.e., bankcard, ID card, passport, community services card).

To verify address, that the borrower lives within the SWDC area: a document that has the applicant's name and address and is no more than three months old (e.g., electricity invoice, rates invoice, prescription label).

To verify the address of a borrower who pays rates within the SWDC area but lives outside the area: A document which has the applicant's name and residential address and is no more than 2 months old **AND** a recent Council rates notification (if the applicant does not have rate paying verification with them, you can verify details via the Council's Rates department or rating roll). Non-resident ratepayers must provide proof of rate paying eligibility every time membership is renewed. The rate paying property must be recorded on the borrower's record.

Date of birth is compulsory when enrolling for a SWL membership. The rationale is:

DOB is a unique and positive ID so we can be certain we have the correct person and there is no mix up with another borrower with the same name. This is particularly relevant in respect of debt collection for people with the same name.

If the borrower is still adamant that they don't want to give their DOB, the default date is 01/01/1900.

Exception: School, Bulk and Housebound borrowers do not need to provide date of birth.

Registration information supplied by new customers who register online will be valid for three months.

Staff will encourage these customers to visit any SWL library to pick up their library card. If the customer does not visit a library to complete their registration, their online registration will be suspended after three months.

When the new member comes into a library to confirm their details and collect their library card, the status of "online registration" needs to be changed manually.

Membership conditions

By using a SWL library card, members agree to the following terms of membership:

- That information provided is correct.
- That the member's personal information will be held by their local library, and by the region's SWL libraries, to provide library services to them.
- That the member can request changes at any time in accordance with the Privacy Act 1993.
- That the member's home library will be notified of any changes to the details provided.
- That the members home library will be notified immediately if the card is lost or stolen.
- Acceptance of responsibility for all items issued and all charges incurred on the member's library card.
- That there may be additional charges for lost, damaged or unreturned item(s) and that the cost incurred will vary depending on where the item(s) come from.
- That unpaid debt will be referred to Council for further action.

When taking out items, library members can either self-issue (using the SWL phone app in situ, or self-issue stations at other SMART libraries), or have library staff issue items.

To ensure items are issued to the person who will take financial responsibility in the case of damage or loss, members must present their library card when getting out items. If they do not have a library card, they can use a photo id (driver's licence, passport, photo ID bankcard). If they have neither, they will need to supply their DoB.

Membership categories

Adult categories

- Adults 16 years and over who live in or pay rates in the SWDC ratepaying area.
- Members must use the card issued to them or, with the person's permission, the card of a spouse or parent. Parents cannot borrow adult books on a child's or young adult's card.
- HomeLink status is available to anyone who is resident in a rest home, permanently or temporarily disabled or ill and unable to come to the library, in hospital or unable to get to the library due to age. Bulk loans to rest homes also fall into HomeLink status. The membership status will be reviewed annually.
- Staff status will apply to all those who are paid to work at any SWL library. Any of these people will revert to Adult Borrower status if they cease to work for the Library Service.

Children and Young adults

- Children under 5 years of age may borrow on their parent/guardian's card, or their own card.
- Children (1-12) who are registered as "junior borrowers", or young adults (13-15) who are registered as "young adults" may join providing their parents or guardian are willing to act as guarantor and submit the online registration on their behalf or join in person. Date of birth must be supplied.

Restricted Membership

- Children up to the age of 15 years (inclusive) who would otherwise not be able to access library services may borrow using a "restricted junior borrower / restricted young adult" category.
- Adults of no fixed address (i.e., homeless or house sitters) may borrow using a "restricted adult borrower" category.
- The number of items for all restricted borrower categories is capped 2 items per loan and does not include audio-visual material.
- In the event of items not being returned, SWL will absorb the cost.

Suspension of membership

Membership will be suspended:

- If the member's information is found to be incorrect. Suspension will be revoked when information is verified as correct.
- If fines/charges reach \$20. Suspension will be revoked when payment is received in full either through a payment plan or payment in full.
 - Note: Customers owing \$20 or more may arrange to make repayments while continuing to borrow items. If the customer does not continue to make repayments, SWL may suspend borrowing privileges.
 - Note: There may be occasions when it is appropriate to restrict the number of items borrowed, while the customer is paying off the amount owing, to assist the customer to avoid additional debt.
- In the case of the member becoming abusive or violent toward SWL staff.

Fees, Service and Recovery charges

SWL fees and charges are available on the respective Councils' websites.

All charges should be collected at the time the charge is incurred. Discretion to defer charges may be applied in exceptional circumstances by the Library Manager South Wairarapa Libraries.

Adding charges

Some charges are not automatically applied by the library management system. Instead, they are manually added by staff. These charges include:

- Library items that are damaged or lost
- Photocopying, printing
- Toy Library rentals
- Sale items (e.g., book bags)

Payments

Customers will pay all charges (e.g., photocopying) at the time the goods or service is supplied.

Customers owing \$20 or more, are automatically “debarred” in the library management system. They are unable to borrow items until the debt is under \$20.

There may be occasions when it is appropriate to restrict the number of items borrowed, while the customer is paying off the amount owing, to assist the customer to avoid additional debt.

Waiving fees or charges

Charges may be waived on a case-by-case basis. Staff will waive charges for the following reasons:

- The item had been renewed; found on the shelf; paid for; returned; or, reported returned.
- The audio-visual (AV) item was faulty.
- The customer suffered illness or a bereavement.

Discretionary: The customer was a victim of crime (e.g., theft, arson, burglary).

Note: If waiving a charge for a reason not listed above the Library Manager South Wairarapa Libraries must approve it.

Refunds

Items which are lost or damaged go through a multi-week process prior to replacement charges being invoiced. Refunds for lost items which are returned in good condition will only be made in exceptional circumstances and must be arranged through the Library Manager South Wairarapa Libraries.

Care of Children in SWL libraries

Parents/guardians or caregivers are ultimately responsible for the supervision and behaviour of their children who are 14 years or less.

Library staff are guided by the following legislation:

[United Nations Convention on Rights of the Child \(UNCROC\)](#)

- [Oranga Tamariki Act 1989, Children’s and Young People’s Well-Being Act 1989](#)
- [Education and Training Act 2020](#)

Library staff will intervene if a child or children’(s) health and safety becomes an issue (including emotional well-being) or there is disruptive behaviour that is caused by or affects either the child or children in question or other library customers. Action could include (for example):

- Requesting the child(ren) concerned and/or parent/guardian/caregiver to manage their behaviour.
- Contacting the relevant responsible adult regarding an unattended child (those under 14 years).
- Contacting Police if appropriate.

Children in the libraries during school hours on school days will not be questioned about their presence in the Library.

Collection cataloguing

All items acquired for inclusion in the SWL collections will have a record created in the library management system.

Classification is by way of the Dewey Decimal Classification system and will follow international cataloguing standards.

Complaints

A complaint is defined as follows –

“Any expression of dissatisfaction about the SWL service or action of a staff member that cannot be resolved at the first point of contact”. Examples include:

- Taking too long to act or failing to act.
- Not following policy or rules.
- Not making a decision in the prescribed way.
- Giving wrong or misleading information.
- A member of staff failing to deliver on a commitment made.

In the first instance, customers are encouraged to contact the SWL (libraries@swdc.govt.nz) or SWL Manager directly if they are dissatisfied with any aspect of SWL service. SWL will work to resolve complaints in a fair, timely and confidential manner to achieve positive outcomes for customers and staff.

Every effort will be made to resolve an issue as quickly as possible at the first point of contact.

If a customer’s request cannot be resolved at the first point of contact, then this will be managed through the relevant Council’s escalation and response process.

Copyright

SWL libraries leverage the professional counsel of the [LIANZA Standing committee on Copyright](#). In doing so the LIANZA Copyright Guidelines for public librarians provide the seminal guide

<https://lianza.org.nz/wp-content/uploads/2019/06/Copyright-for-public-librarians-February-2012.pdf>

Inter-library loans (Interloans)

SWL is a member of the National Library of New Zealand [Te Puna Interloan](#) scheme. As such it adheres to the policies and processes outlined in the New Zealand Interlibrary Loan Handbook (PDF). An overview of the Interloan scheme is:

<https://natlib.govt.nz/librarians/te-puna/interlibrary-loan/lend-and-borrow-with-te-puna-interloan>

Displays

SWL libraries have designated space available to display relevant and informative notices. Due to space restrictions in SWL sites, these areas are very small.

SWL does not display material which:

- Encourages people to break the law.
- Uses language or images that could be considered offensive.
- Party political material.
- Material of a commercial nature including events requiring ticket purchase (excluding SWL events).
- Advertising for businesses, contractors, individual trainers, or home services (e.g., babysitting, flatmates, or lost pets).

Display conditions include the following factors:

- Freedom of information - Libraries are committed to the concepts of intellectual freedom and access to information within the parameters of the statute. SWL will attempt to represent varying points of view on a broad range of material so that all members of the community may be informed and can make individual judgments.
- Material will be displayed for a limited time.
- Materials displayed should meet SWL' purpose statement of connecting and enabling people in communities.
- SWL does not accept liability for any lost, stolen, or damaged material.
- SWL are unable to send material back to the provider.
- SWL may not be able to display the material provided because of space restrictions.
- SWL is unable to accept any digital material for display.
- Contact details are provided on the material.

Food / Beverage

We understand that food and drink may contribute to the enjoyment of people's visit to the SWL libraries.

We have a responsibility to manage the consumption of food and drink to protect resources and equipment and to respect the values of our customers.

Drinks in spill-proof containers and cold, odour-free food can be consumed in the libraries.

Food and/or drinks are not permitted around:

- Computer equipment.
- Heritage collections.
- Māori and/or Pasifika collections.

Internet Access

Free internet access is provided for limited times, to all SWL customers through the National Library [Aotearoa People's Network Kaharoa \(APNK\)](#). As such the provision of internet services are specified in the APNK agreement.

Programming

Libraries provide programmes that target literacies, foster active citizenship, and stimulate lifelong learning. They cover a range of topics of interest and benefit to SWL residents and ratepayers. Within existing resources, SWL aims to provide:

- a sustainable range and depth of libraries core programming that works across all audience segments.
- alignment with the strategic objectives of SWDC.
- consistency and quality across all four libraries.
- regular rationalisation, renewal and relevancy checks which are made in conjunction with libraries staff.

Libraries' programmes are accessible and open to the public. Some SWL programmes may be geared towards specific age groups and audiences such as children, teens, adults, senior citizens, ethnic communities, jobseekers, etc. Within these groups, programmes may also target different proficiency levels (i.e., basic, intermediate, and advanced).

Acknowledgements

These policies have been informed by the policy documents shared and/or available online from:

- SMART Libraries (Hutt City, Porirua City, Kapiti District, Masterton District, Whitireia Polytechnic, WelTec).

- National Library of New Zealand
- LIANZA
- Christchurch City Libraries
- Napier City Library
- Dunedin Public Library

Policy Review Date

March 2028