



Branch Libraries

Carlingford Library

Lloyds Avenue, Carlingford
9806 5850

Constitution Hill Library

20 Hollis Street, Constitution Hill
9806 5500

Dundas Library

21 Sturt Street, Telopea
9806 5960

Epping Library

Chambers Court, Epping
9806 5843

Ermington Library

River Road, Ermington
9806 5869

Parramatta Library

5 Parramatta Square, Parramatta
9806 5159
9806 5150 (Home Library Service)

Wentworth Point Community Centre and Library

10 Footbridge Boulevard , Wentworth Point
9806 8600



Customer Care Charter



Our Guarantee to You

We strive to provide you with an exceptional experience during each visit, delivering personalised services and customised programs that not only meet but exceed your expectations.

Our Vision

To be a place of belonging, providing life changing experiences that connect people to discover, explore, create, learn, and share knowledge, opening up a world of possibilities.

What You Can Expect from Us

When visiting us you can expect us to

- Welcome you in a warm and friendly way that makes you feel at ease.
- Offer you a prompt, courteous, and inclusive experience in safe and accessible spaces, whether in-person or online.
- Serve you in a proactive way and take ownership for resolving any issues and concerns that you might have.
- Provide you with fair and equal access to our collections, services, and programs.
- Be attentive to you by avoiding interruptions as much as possible.
- Listen to you and look to understand what you are requesting by inquiring further.
- Always respect your privacy by following strict confidentiality standards.
- Maintain strict non-acceptance of any behaviour which endangers your well-being or the safety of our team members.



How You Can Help Us

To provide you with a wonderful experience we need you to help us by always

- Treating our customers and team members with respect and courtesy.
- Ensuring that children in your care, aged 11 years and under, are accompanied by a person aged 16 years or older, and that you take responsibility for their use of our libraries, including collections and digital services.
- Treating library collections, facilities, and equipment with care.
- Helping us to understand your needs clearly.
- Participating in our programs in a spirit of co-operation.
- Respecting the rights and privacy of other customers.
- Following any directions given by our team members, including directions to leave our libraries.

Let Us Know How We Are Doing

We welcome your feedback, and we encourage you to share your thoughts, suggestions, and any concerns you may have. If we can do things better, please do not hesitate to let us know. Moreover, if our team has positively impacted your experience, we would be delighted to hear about it, as we take pride in recognising our team members when they provide exceptional service.

Library Membership Benefits

Access to Resources

Free borrowing of books, e-books, audiobooks, and other materials.

Digital Services

Free access to online databases, e-learning platforms, and digital magazines.

Programs and Events

Invitations to exclusive library events, workshops, and educational programs.

Interlibrary Loans

Ability to borrow materials from other libraries within the network.

Community Space

Use of study and reading spaces.