

Fairfield City Open Libraries

Customer Care Commitment

Our Customer Care Commitment outlines our aim to be responsive and effective in meeting your needs through excellent service delivery and providing a great Customer Experience.

What you can expect

- **Respect and courtesy** from staff
- **Access** to collections, programs and services that meet diverse needs
- **Welcoming** and well-maintained spaces
- **Answer queries and concerns** in a professional manner

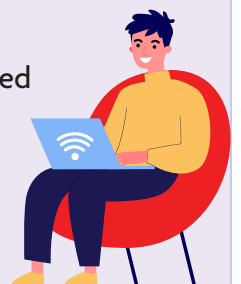
What we expect

- Treat our staff and other customers with respect
- Always follow the directions of staff
- Adhere to the **'Behaviour in the library'** rules, ask staff for a hard copy or scan QR code for more information



Library membership

- **Membership** will allow you to borrow and return items to any Fairfield City Open Library
- **Maximum** of 40 items may be borrowed for three weeks
- Can be renewed twice if no holds are placed on item
- **Fees** apply for late returns, lost and damaged items
- You can **reserve** and **request** items
- Make sure you have your **library card** with you whenever you visit our libraries
- **Contact us** if your card is lost or stolen, or if your address or any personal details have changed
- **Access** library digital collections, resources databases and apps
- Use the **Home Library Service** if you are housebound
- Use of Wi-Fi, computers, internet and iPads (fees may apply)
- Use of Printing, photocopy and scanning services (fees apply)



Your experience

We welcome your comments on how we can better serve you and improve our services. Your concerns and queries will be handled in a professional manner. Contact us by:

-  libraryenquiries@fairfieldcity.nsw.gov.au
-  (02) 9725 0333
-    @fcopenlibraries
-  www.fairfieldcity.nsw.gov.au/library
-  Complete a "Tell Us About Your Experience" feedback card when visiting our libraries

- Have Your Say



Scan QR code
for your feedback



For all library events and programs, visit our website:
www.fairfieldcity.nsw.gov.au/library

Scan QR code
for all library
programs



Fairfield City Open Libraries

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Special Services at our Libraries ▼



Wetherill Park Library

561-583 Polding Street
WETHERILL PARK NSW 2164

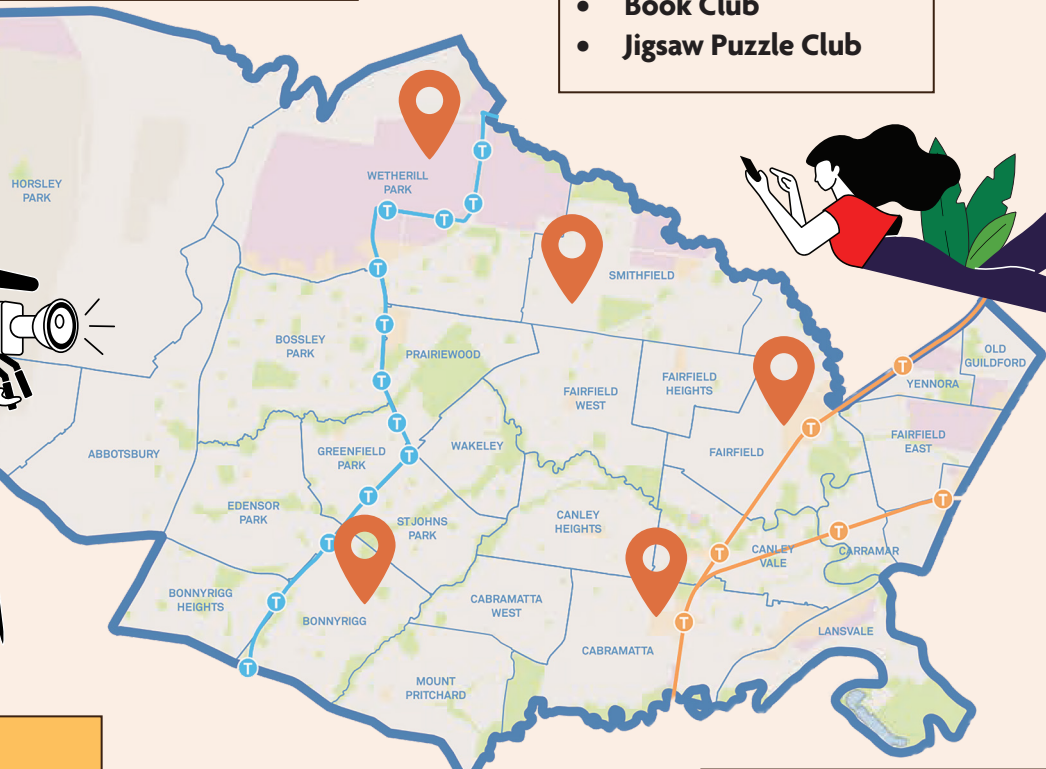
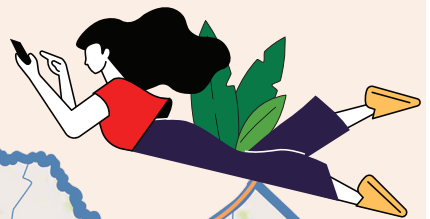
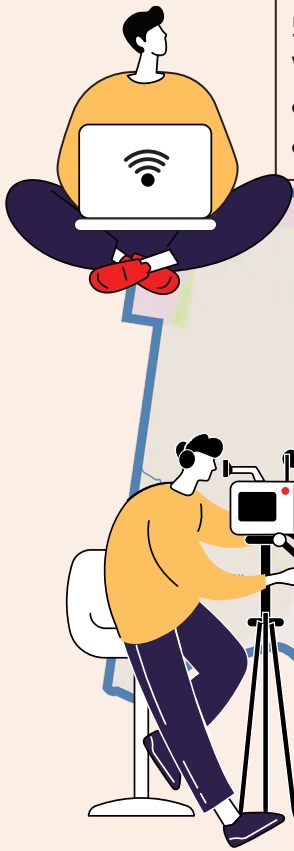
- **Home Library Service**
- **Book Chute**



Smithfield Library

51-57 Oxford Street
SMITHFIELD NSW 2164

- **Book Club**
- **Jigsaw Puzzle Club**



Bonnyrigg Library

Bonnyrigg Plaza
100 Bonnyrigg Avenue
BONNYRIGG NSW 2177

- **Lab.LX STEAM**
- **Fax machine for public**
- **Book Chute**



Whitlam Library Cabramatta

165 Railway Parade
CABRAMATTA NSW 2166

- **Workary**
- **Lab LX**
- **Studio 2166**
- **Youth Area**
- **Quiet Study Area**



Fairfield Library

3 Hamilton Road
FAIRFIELD NSW 2165

- **Inside Café**
- **Dedicated Games Room**

