

**GARFIELD COUNTY PUBLIC LIBRARY DISTRICT
CUSTOMER SERVICE POLICY**

The Garfield County Public Library District strives to offer excellent library services, which includes quality facilities and collections. The library staff endeavors to provide accurate, efficient and friendly service to all customers at all times. Garfield County residents, as voters and taxpayers, are the people to whom the library staff is ultimately responsible.

The *Customer Service Policy of the Garfield County Public Library District* is the foundation for all staff interactions with the general public. Each staff member, while at work, serves as a representative of the library and the Garfield County Public Library District.

As an organization, we pledge the following:

- Our libraries will offer the same quality of service to all members regardless of age, race, sex, sexual-orientation, nationality, educational background, religious beliefs, physical limitations or any other criteria, which may be the source of discrimination.
- The needs and requests of library customers will be taken seriously and treated with respect.
- If a mistake is made by the library, staff will take responsibility for correcting the error and apologize.
- If a staff member is unable to comply with a request, they will strive to offer the customer an alternative.
- Staff members will be familiar with library policies, be able to articulate them, and explain the rationale behind them.
- Staff members will be familiar with the Library District, its finances and operations.
- Staff members will act in a friendly, helpful manner to ensure that every customer will walk away feeling that their experience with the library has been a positive one.
- Equal consideration and treatment will be given to users within established guidelines and in a non-judgmental environment.
- Interactions and transactions between a library member and staff will be considered confidential and will be discussed only in a professional context. *Staff are trained to know that confidentiality is the law.*