

Customer Service Policy

Monroe County Public Library is committed to providing courteous, responsive, quality service to our customers by fostering a respectful, positive, and welcoming environment for all.

Our customer service philosophy:

- We care about all of our customers and seek to give each one attentive service.
- Our customers are entitled to efficient service from knowledgeable, motivated, and well-trained staff members.
- We listen to our customers and respond to their suggestions and concerns.
- We seek out innovative approaches to serve our customers in the best ways possible.
- We act responsibly to fulfill our mission of fair and equitable access to information and our commitment to the best stewardship possible of library resources.

Adopted by the MCPL Board of Trustees , October 18, 2006, reaffirmed September 16, 2015

Updated September 17, 2015