

Monroe County Public Library Customer Service Policy

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

The Library's customer service philosophy:

- The Library cares about all customers and seeks to give each one attentive service.
- Library customers are entitled to efficient service from knowledgeable, motivated, and well-trained staff members.
- The Library listens to customers and responds to their suggestions and concerns.
- The Library seeks out innovative approaches to serve customers in the best ways possible.
- The Library acts responsibly to fulfill its mission of fair and equitable access to information and commitment to the best stewardship possible of Library resources.

Approved by the Library Board of Trustees July 17, 2019

Updated July 18, 2019
