



Customer Experience Standards

What you can expect from us

Excellent customer service is a top priority and our commitment to you. Our goal is to make sure your library experience meets your needs.

Whether our interactions with you are in person, by telephone, online, or in writing, we strive to:

- deliver knowledgeable, courteous, and efficient service at all times
- treat you fairly and with respect as an individual
- protect your privacy and maintain confidentiality
- provide honest and timely communication that is clear

What we expect of you

Your public library is a community place. Safe and respectful sharing of library space makes it a great experience for everyone.

Your privacy and the privacy of others is important to us; photographs or videos taken at the library must not include customers or staff unless their permission is expressly given.

When customer behaviour affects the enjoyment of the library by others, library staff will take appropriate action, especially when visitors:

- harm or misuse Library or customer property
- harass, offend, or disrupt others
- engage in illegal or unwanted behaviour
- leave vulnerable people or children younger than age 13 unattended/
unsupervised