

The library is committed to delivering excellent library service, which includes quality buildings and collections. The library staff provides accurate, efficient, and friendly service to all customers at all times.

Quality customer service is the foundation for all staff interactions with the public. All other library policies should be interpreted in light of the principles outlined below:

- The library offers the same quality of service to all customers regardless of age, race, sex, sexual orientation, nationality, educational background, physical limitations, religious affiliation, or any other criteria that may be a source of discrimination.
- Library staff will treat everyone with equal respect and every request as having equal importance. Customers are the reason the library exists. The library user is the customer to whom the staff is ultimately responsible.
- If a staff member is unable to comply with a request, the customer will be offered an alternative such as an interlibrary loan, referral to another department, etc.
- Judgment calls are to be made in the customer's favor. If a mistake is made, staff will not be penalized for errors made in good faith pursuit of this policy.
- Library policies and procedures exist to make library resources available on an equitable basis. Staff members are familiar with policies and are able to articulate them and to explain them without injecting personal opinions.

**Amended and approved by the Chattahoochee Valley Libraries Board on April 15, 2010.**

**Last date reviewed: April 21, 2011**

**Last date reviewed by the Chattahoochee Valley Libraries Regional Board : May 1, 2025**