

OUR SERVICE PROMISE

As a patron, you can expect us to...

Provide a welcoming space for all...

Exceed your expectations...

Empower our staff to be knowledgeable and dedicated...

Take ownership of every relationship opportunity...

Deliver excellent service tailored to your needs...

Acknowledge and respond to your feedback...

Provide fair practices and procedures while ensuring accountability to
our institution...

Inspire confidence in your ability to use the library's services...

Treat our patrons with respect...

Offer solutions instead of excuses...

*We stand by our practices and know that, working together
we can ensure that all of our patrons are provided a posi-
tive experience. As a patron, you will...*

Be courteous, respectful, and mindful of others...

Be aware of and follow our policies and procedures...

Respect the rights of all patrons to share the common space...



THE CUSTOMER SERVICE REVOLUTION