



## Customer Experience Standards

At Burlington Public Library, everyone is welcome. Accessibility, equity, diversity, and inclusion are celebrated, and we expect all staff and visitors to treat one another with respect.

While everyone is welcome in the library, our duty is to serve our community – those who live, work, and go to school in Burlington.

## What You Can Expect From Us

Our goal is to offer excellent customer service that prioritizes dignity, respect, and empathy. Our customers are humans first, and our services recognize the inherent worth of all people in our spaces. We want your library experience to meet your needs.

Whether you access our services in person, by telephone, online, or in writing, we strive to provide:

- a welcoming space
- knowledgeable customer service that is guided by our values
- impartial access to information, collections and resources, while honouring everyone's right to privacy
- opportunities for community connection
- clear, honest, and timely communication

## What We Expect of You

Your public library is a community place where different people use the same resources together. It is important that we treat each other with dignity and respect while in this space.

We value your feedback and are fully committed to the open exchange of ideas and opinions. If something that we offer is not right for you, you can opt out of participating without disrupting the enjoyment of others.

Let's work together to create a welcoming space by:

- treating library staff and each other with kindness and consideration
- using library resources and spaces for their intended purpose
- taking responsibility for those in your care

When customer behaviour is disruptive, unacceptable, or illegal, library staff will take appropriate action.