

# Customer Service Policy

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

Our customer service philosophy:

- We care about all of our customers and seek to give each one attentive service.
- Our customers are entitled to efficient service from knowledgeable, motivated, and well-trained staff members.
- We listen to our customers and respond to their suggestions and concerns.
- We seek out innovative approaches to serve our customers in the best ways possible.
- We act responsibly to fulfill our mission of fair and equitable access to information and our commitment to the best stewardship possible of library resources.

*Adopted by the MCPL Board of Trustees , October 18, 2006, reaffirmed September 16, 2015*

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