

BARTHOLOMEW COUNTY PUBLIC LIBRARY

POLICY FOR PROVIDING EXCELLENT AND EQUAL LIBRARY SERVICES

- A. Every library user receives excellent and equal services.
 - 1. A library user is given polite, friendly, and respectful service at all times.
 - 2. A library user is given service as promptly as possible.
 - 3. A library user receives equitable service regardless of age, gender, ethnicity, religion, race, appearance, or ability.
 - 4. A library user can make repeated and frequent use of library materials, reference services, and library facilities.

- B. Every library user has privacy in his or her dealings with the library including registration information, materials borrowed, reference assistance, and computer use.

- C. Every library user experiences a clean, comfortable, safe and well maintained library facility.

- D. Every library user can make suggestions concerning library service.
 - 1. A library user can speak directly to a supervisor or to the library director.
 - 2. A library user can submit comments and suggestions about all services and materials.