

Library Customer Bill of Rights

When you come to the Whitehall Library, you can expect the following:

1. Library customers will always be treated courteously.
2. Library customers may expect reference and information service, either in person, over the phone or email.
3. Library customers will be able to obtain or request current best-sellers and popular materials.
4. Library customers' complaints/problems will be handled in a timely manner whenever possible.
5. Library customers' phone calls will not be transferred or left on hold unnecessarily.
6. Library customers should expect that the staff will do their best to make the library system work for them.
7. Library customers should feel free to suggest new materials and services.
8. Library customers who are children have the same rights and responsibilities as adult library customers.
9. Library customers are entitled to accurate information and answers to all of their questions. (There are no stupid questions.)
10. Library customers are entitled to a clean, safe, reasonably quiet library environment.