

Customer Service Policy

The Blackfoot Public Library is committed to providing courteous, responsive, quality service by fostering a respectful, positive, and welcoming environment for all.

During interactions with Library Staff both internal and external customers can expect to:

- Be acknowledged appropriately.
- Be treated courteously and respectfully.
- Be valued for their input.
- Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or any other criteria.
- Receive knowledgeable and timely service.
- Have open access to both traditional and innovative resources and limited instruction in their use.
- Have their privacy and confidentiality respected.

Revised: 11-7-16

Policy Committee: 8-6-18

Board Approved: 9-10-18