



Daniel Pierce Library

Customer Service Policy

The Daniel Pierce Library is committed to providing a positive customer service experience by adopting the following service guidelines. We work to provide exceptional customer service, whether virtually or in person.

Service guidelines:

Attitude of courtesy and respect

We expect all staff to treat one another and patrons with courtesy and respect. We maintain the privacy of our patrons without judgment or bias.

Environment

We provide a safe and friendly environment for patrons.

Embrace a learning culture

We embrace a culture of learning. We use this culture to continually improve library services, resources, and processes to best meet our community's needs. We encourage our patrons to become self-sufficient life-long learners.

Efficiency and effectiveness

We establish, promote, maintain, and evaluate a range of quality services that support the Daniel Pierce Library's mission and goals. We are efficient and effective with the delivery of our services.

Communication

We communicate clearly and in a positive and helpful manner. We adapt our communication or services to best meet the needs of our patrons and community.

Feedback

We encourage feedback from our users and we will follow up with this feedback.

Approved: May 20, 2026