



SALT LAKE COUNTY LIBRARY SERVICES

Library Customer Bill of Rights

- 1. Library customers will always be treated courteously, in all circumstances and at all times.**
- 2. Library customers will be able to check out books and other materials, register for new cards and pay fines without undue red tape or delays.**
- 3. Library customers will be able to get current best-sellers and popular materials at all Salt Lake County libraries.**
- 4. Library customer complaints/problems will be resolved in forty-eight hours whenever possible.**
- 5. Library customers' phone calls will not be transferred or left on "hold" unnecessarily.**
- 6. Library customers should expect staff to make the library system work for them.**
- 7. Library customers will be able to suggest new materials and services and find out what happens to their suggestions.**
- 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 their questions. There are no stupid questions.**
- 10. Library customers are entitled to clean, safe, reasonably quiet library buildings.**
- 11. Library customers have the right to expect the library to protect their privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.**