Cumberland County Library System

Customer Service Policy
(Creation & revision: 4/18/05; 2/12/2024)

The Cumberland County Library System’s primary focus is meeting the cultural, educational, and informational needs of all library customers and members of the community. To that end, the Library System affirms that:

1. It is committed to diversity, equity, inclusion, and belonging through equal access to information for all persons;
2. It recognizes the ongoing need to increase awareness of, and responsiveness to, the diversity of the communities we serve;
3. It is a limited public forum for information and ideas, enabling the public to read, study, and use materials, programs and services;
4. Free access to library materials and services is essential for community residents’ education, employment, enjoyment, and self-government;
5. Parents and guardians have the responsibility and right to guide their own children’s use of the library and its resources;
6. Library users and community residents shall be treated courteously and fairly through the development and consistent application of library services, policies and procedures; and
7. Library services must be designed to maximize the system’s available financial resources in order to meet the broadest base of community needs.

The Cumberland County Library System strives to provide excellent service, which includes collections and programs. All library staff shall strive to provide accurate, efficient and friendly service to customers, interpreting Library System policies using the following principles:

1. The Library System offers the same quality of service to everyone. Library staff will treat every library user with equal respect. Customers are the reason the library exists.
2. Judgment calls should be made in the customer’s favor. Staff members will not be penalized for decisions made in a good faith pursuit of this policy.
3. Whenever possible, customers shall be offered service alternatives, such as interlibrary loan, referral to another department, renewals, etc.; and
4. Library System policies and procedures exist to make library resources available on an equitable basis. Staff members shall be familiar with library policies and be able to explain them to customers.
**Policy Notice**

This policy is subject to change at any time without notice. Updates to the policy may be obtained from the Library System.