

# VALLEY COTTAGE LIBRARY



110 Route 303, Valley Cottage, New York 10989 • 845.268.7700 • [www.valleycottagelibrary.org](http://www.valleycottagelibrary.org)

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## Customer Service Policy

Excellent customer service is a top priority for Valley Cottage Library and we will strive to create a rewarding library experience for our community. It is the responsibility of all staff to present a positive image of the library at all times.

- **We** greet patrons warmly and take ownership of their needs including escorting them to needed resources, places, or people to satisfy their inquiry.
- **We** provide the same courteous, responsive high quality service to all regardless of their race, color, religious creed, sex/gender, pregnancy, marital status, age, national origin/ancestry, physical or mental disability, medical condition, sexual orientation, gender identity, military or veteran status, or status in any other group protected by federal, state, or local law.
- **We** continually work to improve ourselves, our service, and our commitment to our diverse community.
- **We** protect intellectual freedom.
- **We** respect privacy and we act with integrity.
- **We** listen to our patrons and to each other.
- **We** empower our staff to be problem solvers in the best interest of the library.

### These are our CORE VALUES:

- Integrity
- Fairness
- Discretion
- Service
- Trust
- Respect

Adopted April 2019  
Revised October 16, 2024