

# 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 customers' phone calls will not be transferred or left on "hold" unnecessarily.
5. Library customers should expect staff to make the library system work for them.
6. Library customers will be able to suggest new materials and services and find out what happens to their suggestions.
7. Library customers who are children have the same rights and responsibilities as adult library customers.
8. Library customers are entitled to accurate information and answers to all their questions. There are no stupid questions.
9. Library customers are entitled to clean, safe, reasonably quiet library buildings.
10. 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.