

Customer Service Policy

The Guilderland Public Library strives to offer excellent library services, which include a quality and welcoming facility and a collection that is varied and current. The library staff strives to provide prompt, friendly, efficient, confidential and accurate service to all patrons at all times. All library customers will be treated respectfully, and the Library will not discriminate in the delivery of services on the basis of actual or perceived race, color, national origin, ethnicity, ancestry, citizenship, religion, creed, political affiliation, sex, gender, physical or mental disability, personal appearance, social or economic status, sexual orientation, gender identity or expression or any other category protected by federal, state or local laws.

The use of the Library may be denied or restricted for good cause as per the Library policy “rules of public behavior.”

Certain library services and facilities may be limited to age appropriate patrons as determined by library administration.

Citations

Adopted July 10, 2003

Reaffirmed October 10, 2011

Revised October 18, 2021

Approved December 16, 2021