

## **Charlton Public Library Customer Service Policy**

The goal of the Charlton Public Library is to provide a broad range of materials, current and accurate information, and services and programs to all Library visitors. It is equally important that the staff provide accurate, efficient, and friendly service at all times. Each staff member, while at work, is a representative of the Library. The impression made on visitors profoundly affects the Library's image and ongoing support. The Library offers the same quality of service to all visitors pursuant to Part IV, Title I, Ch 272, Section 98 of Massachusetts General Laws.

*Approved by the Board of Library Trustees on October 2, 2004*

*Amended and approved by the Board of Library Trustees on October 15, 2015*

*Amended and approved by the Board of Library Trustees on March 21, 2023*