



Customer Service Policy

Purpose

The Topeka and Shawnee County Public Library’s mission is “Sparking curiosity and connecting our community through literacy and learning.” To fulfill this mission, staff members will provide excellent customer service to all who visit the library or use its services. Hospitable, well-trained and knowledgeable staff members will assist library customers in a manner that allows them to honor our commitment to welcome everyone in the community and help people make their lives better by providing the tools they need to successfully navigate the world.

Policy

Staff members will take responsibility for:

- Creating a welcoming atmosphere.
- Providing each customer with an exceptional user experience.
- Meeting the needs of customers and co-workers.
- Behaving ethically.
- Protecting customer confidentiality.
- Understanding and implementing library policies and guidelines.

Approved: February 16, 2012

Revised and Approved by the Library Board of Trustees, June 17, 2021

Reviewed and Approved by the Library Board of Trustees, February 19, 2026

Board of Trustees

Topeka and Shawnee County Public Library