



THE CUSTOMER SERVICE PROMISE

Grand Valley Public Library enriches, inspires, empowers and links the community through our resources and services. We proudly work to promote literacy, a lifelong love of learning, and a culture of reading.

As our customer, you can expect GVPL to :

- deliver equal access to information and services tailored to meet your needs
- offer dynamic service by informed staff who take ownership of every customer interaction
- acknowledge and respond to your feedback
- have fair practices and procedures
- provide welcoming spaces

We are confident that you will work with us to ensure that all library customers share an outstanding experience. As a customer of GVPL you will :

- respect the rights of all library customers to share a common space
- ensure the care and safety of your children
- be courteous and respectful to others
- follow library practices and procedures
- treat library materials and resources with care

We will work with you to provide an outstanding library experience.