Customer Experience Standards

At Burlington Public Library, everyone is welcome. We celebrate differences and expect all staff and visitors to treat one another with respect.

We provide equitable access to our spaces and services, upholding our duty to serve our community – those who live, work, and go to school in Burlington.

What You Can Expect From Us

Our goal is to offer excellent customer service every time, helping you discover and access the full scope of library services. We will serve you with dignity, courtesy, and humanity.

Whether you access our services in person, by telephone, online, or in writing, we strive to provide:

- a welcoming space
- knowledgeable customer service that is guided by our values
- impartial access to information, collections and resources, while honouring everyone's right to privacy
- opportunities for community connection
- clear, honest, and timely communication

What We Expect of You

Your public library is a community place where different people use the same resources together. We expect all visitors to:

- treat library staff and each other with dignity and consideration
- use library resources and spaces for their intended purpose
- take responsibility for those in your care
- make your own choices about how you use the library and respect everyone's right to do the same

You may take personal photos or videos in public areas of the library if it doesn't disrupt library services or another visitor's use of the space. Recording cannot be used to intimidate, harass, or threaten staff or another library customer.

Staff will address behaviour that is illegal, violates library policy, or interferes with the safe and respectful use or operation of the library.