

Customer Service Policy

Approved November 2023

The Liberty Lake Municipal Library places a high priority on ensuring that all people have access to library services and resources in a safe and welcoming environment, and are treated with courtesy, fairness and efficiency. The same quality of service is provided to all patrons regardless of age, race, nationality, educational background, or physical condition. The LLML's approach to customer service for patrons directly supports the library's goals and objectives as stated in its mission statement.