

Derby Public Library

Patron Bill of Rights

Library patrons will be treated courteously, in all circumstances and at all times.

Library patrons will be able to check-out materials, register for cards, and pay fines without undo red tape or delays.

Library patron phone calls will not be transferred or left on hold unnecessarily.

Library patrons can expect the library to buy current best-sellers and popular materials.

Library patron problems/concerns/complaints will be resolved in a timely fashion.

Library patron suggestions concerning purchase of materials, programming, and library services are welcomed and will be given careful consideration.

Library patrons who are children have the same rights and responsibilities as adult patrons.

Library patrons are entitled to accurate information and/or appropriate referral to all their questions.

Library patrons are entitled to a reasonably clean, safe, and quiet building.

Library patrons should expect staff to make the library process and services work for them.

Library patrons have the right to expect the library to protect their privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.

Adopted by Board of Directors on March 18, 2015

