

### FRIENDLY FACES

We love to help others.

You can expect a sincere smile and a warm welcome from us at every visit.

### SPECIAL SERVICES

We do more than loan materials.

You can expect a wide array of services and programs to spark your interests.

### INCLUSIVE SERVICE

We open our doors to everyone.

You can expect to receive a high level of service and respect.

### SUPERIOR FACILITIES

We take pride in our buildings.

You can expect a clean, safe environment that is comfortable and well maintained.



## OUR CUSTOMER SERVICE PHILOSOPHY

Washington-Centerville Public Library is your library. To be worthy of your continued support, we make you our top priority by offering unparalleled service. Our goal is to assist you in any way we can in your pursuit of information and enrichment. In our effort to make each experience the best it can be, these principles guide our actions:

### INFORMATION ASSISTANCE

We are here to help.

You can expect us to work hard to find the resources and materials you need.

### ACCOUNTABLE STAFF

We know that we aren't perfect.

You can expect us to acknowledge our mistakes and to work with you to remedy the situation quickly.

### CONTINUAL IMPROVEMENT

We want to do better.

You can expect us to be open to your ideas and suggestions.

### ACCOMMODATING APPROACH

We understand you may have special requests.

You can expect us to consider your circumstances and to be flexible when we can.

These guiding principles apply to all of our interactions with library patrons and fellow staff.

