



Users' Statement of Rights

The Library Board of the Greater Victoria Public Library takes pride in providing responsive, relevant and effective services in all areas of the Library. Library Board policies are available online (www.gvpl.ca) and are designed to ensure that governance is fair, equitable and transparent.

As a Library User, you have a right to expect:

- Consistent, reliable and timely access to library collections that support educational, recreational and general information needs
- Consistent, reliable and timely access to technology and electronic resources that support educational, recreational and general information needs
- Instruction in the use of library collections and electronic resources
- Knowledgeable, courteous and respectful services from library staff
- Service without discrimination in accordance with the *BC Human Rights Code*.
- Access to clean, safe public spaces
- Reasonable accommodation for accessibility
- Conscientious and timely response to questions and concerns
- Access to a timely, readily available feedback process
- That library users who are children and teens have the same rights and responsibilities as adult library users
- That privacy and confidentiality are respected, as described in the *Freedom of Information and Privacy Policy*

Reviewed by the Policy & Program Development Committee:	October 13, 2010
Approved by the Greater Victoria Public Library Board:	October 26, 2010