

Coquitlam Public Library Customer Charter

Thank you for being our customer! We are dedicated to serving you at our two locations, our online branch, and our Library Link vehicle. This charter lets you know what you can expect during your visit.

WE PROVIDE:

- Books, movies, and more
- Online access to eBooks, eAudiobooks, and databases
- Community Outreach including Library Link, pop-up events, and home delivery
- Programs and events for all ages
- Welcoming spaces that support learning, collaboration, and fun

WE WILL:

- Be approachable and friendly
- Listen to your ideas
- Help you find resources and information
- Tell you about our programs, services, and collections
- Treat you with respect and kindness

YOU CAN HELP BY:

- Treating staff and customers with respect and kindness
- Attending to those in your care when in the Library
- Using Library spaces and collections with care
- Returning items on time so they can be shared with others
- Giving us feedback



coqlibrary.ca | 604-554-7323

CITY CENTRE BRANCH & LIBRARY LINK
1169 Pinetree Way | Coquitlam, BC V3B 0Y1

POIRIER BRANCH
575 Poirier Street | Coquitlam, BC V3J 6A9

