

Georgia State University Library User Service Statement

Georgia State University Library is committed to providing superior service to its users, regardless of race, color, sex, religion, creed, age, sexual orientation, gender identity, disability, veteran status, or national origin. The library strives to meet library users' needs with prompt, courteous, and knowledgeable attention. The library recognizes [three tiers of user groups](#), and [services provided](#) will vary by user group. Library users may expect the following from library employees:

- Considerate, timely, and professional service
- Satisfactory performance of tasks
- Respect for all points of view
- Proactive approaches and creative solutions to problems and requests
- Secure handling of patron information according to the [Procedures for Law Enforcement Visits and Court Orders](#) and the [Virtual Reference Privacy Policy](#)

Library users must comply with the library's published [policies and procedures](#).

Approved by Library Administrative Council (LAC), 12/13/07. Revised and approved by LAC 11/15/16.