



PUEBLO CITY-COUNTY Library District

www.pueblolibrary.org

Library Programs and Public Relations

03.07.01.G8 Library Visit and Tour Guidelines

PURPOSE: To acquaint children and adults with the resources of the public library so that they will enjoy using it as a community resource. To introduce children and adults to the library staff as individuals who are interested in helping them. To stimulate an appreciation of information and all its formats and the joy of reading. To create a pleasant, welcoming atmosphere in the public library.

PCCLD offers scheduled library visits and tours to introduce and welcome visitors of all ages to the public library and to share information about the programs, resources and services offered by PCCLD. We aim to establish rapport between library staff and visitors and to create exceptional customer experiences through high-quality service. It is our mission to nurture curiosity, provide free and open access to information, encourage the joy of reading, and engage visitors in opportunities for lifelong learning.

Library tours can be scheduled upon request and customized for small groups, school classes and community organizations, and are encouraged and welcomed by PCCLD. Whenever possible, visits and tours should be arranged at least two weeks in advance. Visits and tours may be requested online using the 'Plan A Visit' form on PCCLD's website:

<https://www.pueblolibrary.org/PlanAVisit>. ¶



¶ If staff may assist patrons in-person or via phone with scheduling a visit by, staff should completing complete the online form on the patron's behalf. These forms will be received by designated staff and will be forwarded to the appropriate department(s) depending on the services and location requested. Upon receipt of the visit request form, visits and tours should be coordinated by the manager or their designee at each location. If necessary, the manager or their designee may coordinate with other departments to expand the scope of the tour or to arrange personnel needed to conduct the tour, as appropriate.

CUSTOMER SERVICE – Library Programs and Public Relations
Library Visit and Tour Guidelines

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