

November 2002

### **Service to patrons with disabilities**

Bloomfield Public Library offers the same services to patrons with disabilities as to other segments of the population. The library also serves as a facilitator between the patron and New Mexico State Library programs such as the Talking Book program and Books by Mail. Service animals are welcome in the library.

The librarian will meet with individuals who have concerns about library materials or services with the purpose of resolving service issues. If the complaint is not resolved to the individual's satisfaction, the individual may request that the issue be brought before the Library Advisory Board. The item will be placed on the agenda and discussed in open meeting. The library will keep a record of all concerns and the decisions of the Advisory Board.