

## **Leominster Public Library - Customer Service Policy**

The Leominster Public Library strives to provide excellent service, including a quality collection and a welcoming facility. The library offers the same quality of service to all patrons equally, regardless of age, sex, race, sexual orientation, nationality, educational background, physical limitations, religious affiliation or any other criteria which may be a source of discrimination.

The patron, as the taxpayer, is the customer to whom the staff is ultimately responsible. Patrons are the reason the library exists.

Successful customer service connects patrons to what they need, but also leaves them satisfied and eager to return to the library because they believe the library is the ideal place to fulfill their needs. If our staff is unable to help a patron with a particular request, we will suggest alternatives so that, to the best of our ability, no patron leaves the library feeling dissatisfied.

Judgment calls are made in the patron's favor. If a mistake is made, it should be to the patron's advantage. A staff member will not be penalized for errors made in good faith while trying to carry out this policy. We trust patrons unless their individual histories show us that they are not trustworthy.

Every attempt will be made to see that the library policies and procedures are fair and do not restrict the primary objectives of loaning materials to the public and providing information. Sometimes, the best customer service is recognizing when a library policy or procedure may be unfair or unnecessary and then changing or eradicating it.

Every attempt will be made to avoid jargon and to make first-time library users feel comfortable and welcome.

All transactions with a library user, whether adult or child, will be considered confidential to the extent permitted by law.

Adopted November 8, 2004