

LEOMINSTER PUBLIC LIBRARY CUSTOMER SERVICE POLICY

Rationale: This policy is the foundation for all staff interactions with the general public.

Policy Statement: The Leominster Public Library offers exceptional resources to the community by providing free and equal access to quality materials, services, information, technology, and programs. It is important that the library provides friendly, accurate, and efficient service at all times.

Guidelines:

1. The library offers the same quality of service to all patrons, regardless of age, gender, race, sexual orientation, nationality, socioeconomic and educational background, physical abilities, religious affiliation, or any other criteria which may be a source of discrimination.
2. All interactions and transactions between library patrons and the library are considered confidential to the extent permitted by law.
3. The staff will treat patrons politely, promptly, and respectfully in a first come first served order.
4. Staff will satisfactorily complete patron requests in a timely manner presenting alternative options, such as interlibrary loans, when necessary.
5. Staff members will be familiar with policies, procedures, and services and be able to explain the rationale behind them. Patrons wishing to further discuss our policies and procedures should be referred to the Library Director.
6. Staff recognizes the need to enforce policies and procedures that some patrons may find disagreeable. Staff will be consistent, patient, and respectful while still applying library policy.
7. Every effort will be made to favor the patron in policy ambiguities. A staff member will not be penalized for errors made in good faith while trying to carry out a policy.