



## BRACEBRIDGE PUBLIC LIBRARY POLICIES AND PROCEDURES

CATEGORY: Customer Service #1

POLICY REPLACING: Customer Service Policy February 2006

SUBJECT: Treatment of Library Patrons

BOARD APPROVAL DATE: May 13, 2014

PAGE: 1 OF 2

### RATIONALE:

The Bracebridge Public Library is committed to providing service to its users according to the Guiding Principles.

### POLICY STATEMENT:

Bracebridge Public Library is committed to:

Responsive, courteous and efficient service

- Maintain a friendly manner with all customers and co-workers
- Create a welcoming atmosphere in the library
- Know, understand and implement correctly all library policies and procedures
- Be knowledgeable, courteous and responsive when communicating by telephone, email, fax, and in speaking or writing
- Handle complaints with dignity, poise and an open mind, notifying the supervisor when appropriate

Respecting and safeguarding the privacy of patrons

- Observe customer confidentiality regarding personal information requests and borrowing information.
- Assist customers without questioning the reason for information or specific materials

Equitable access to collections, programs and services

- Serve all customers in the same friendly, efficient manner regardless of race, colour, religion, gender, sexual orientation, age or any other characteristic
- Be non-judgmental about a person's abilities in literacy, cultural literacy or technical skills
- Avoid communicating personal value judgments when interacting with customers or co-workers

Customer-centered lending and information services

- Make each customer's call or visit to the library a high quality experience
- Be aware of customers needing assistance
- Check with customers to verify that their needs have been met and follow up when necessary



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Prompt, honest and respectful responses to customer comments and feedback

- Provide means of expression for customer suggestions, comments, and complaints
- Immediately forward to appropriate staff all suggestions, comments, complaints received from customers
- Use customer suggestion follow-up forms

Continuously improving the library service that we offer to the public

- Evaluate existing services and find ways to enhance them
- Introduce new collections, services and programs
- Support ongoing education and training for staff

PREVIOUS REVISIONS:

None