

William B. Ogden Free Library
CUSTOMER SERVICE POLICY

Purpose

The William B. Ogden Free Library (WBOFL) offers exceptional services to library patrons through its quality facility, collections, programming, technology, and staff. We strive to provide accurate, efficient, and courteous library service to all patrons. The WBOFL Customer Service Policy is the foundation for all staff interactions with library patrons.

Definitions

Exceptional service means that educated and knowledgeable staff are ready to assist patrons in finding the materials and services they want and need. Exceptional service also means that the staff will offer services in a fair manner that treats everyone with courtesy and respect.

Policy

- Library staff will treat every patron with equal respect and every request with equal importance.
- Courtesy and attention to the needs of the patron will be the key to all interactions. Patrons will be treated politely, promptly, and with helpful attention.
- Staff will be flexible in meeting patron's needs. Whenever possible, judgment calls will be made in the patron's favor.
- Skilled library staff will use their knowledge of library resources to fulfill requests in a timely manner or else present options, such as an interlibrary loan, when requests cannot be met immediately.
- Library policies and procedures exist to make library resources available on an equitable basis. Staff members will be familiar with library policies, procedures, and services and able to provide an explanation to the patron or else refer the question to the Library Director.
- The library will be a clean, safe, accessible, and reasonably quiet environment with appropriate facilities to support services.
- All interactions and transactions between a library patron or group of patrons and the Library will be considered confidential. The WBOFL will act in accordance with the New York Confidentiality Law (§ 4509 Library Circulation Records).
- The ultimate goal of library service is to meet patron's expectation for service while fulfilling the library's mission. Any comments or suggestions regarding how well these expectations are being met or how the library can improve its services are welcome.

Adopted: May 23, 2023