

## OSSINING PUBLIC LIBRARY

### **Customer Service Policy: Patrons and Library Staff**

The Ossining Public Library considers good customer service to be an integral part of our service to the Ossining community and beyond. All library patrons will be treated promptly and respectfully without regard to race, creed, ethnicity, age, gender, sexual orientation, language proficiency, disability, or social or economic status.

#### **Patrons:**

Library patrons can expect to:

- Be treated with respect and courtesy
- Receive a high standard of service, without regard to race, creed, ethnicity, age, gender, sexual orientation, language proficiency, disability, or social or economic status
- Receive prompt, timely, and appropriate service
- Receive knowledgeable service
- Receive open access to traditional and innovative resources and instructions in their use
- Receive assistance with library resources and equipment when needed
- Have their confidentiality and privacy maintained
- Have any complaints responded to in a timely, helpful manner by the appropriate library staff person

#### **Library Staff:**

Library staff members are expected to:

- Treat library patrons with respect and courtesy
- Provide the same high standard of service to all patrons, without regard to race, creed, ethnicity, age, gender, sexual orientation, language proficiency, disability, or social or economic status
- Provide prompt, timely, and appropriate service

## *Customer Service Policy: Patrons and Library Staff*

- Provide knowledgeable service
- Provide open access to traditional and innovative resources and instructions in their use
- Assist patrons with library resources and equipment when needed
- Respect patrons' confidentiality and privacy
- Respond to patron complaints in a timely, helpful manner, and refer complaints, when appropriate, to the appropriate senior staff person

In an effort to ensure that all library staff members are equipped to provide excellent and knowledgeable service to our patrons, the library will provide the necessary training and development opportunities in many forms, including: formal training sessions, individual training and assistance, printed and digital training and informational material, opportunities to participate in outside professional training and development opportunities, and other forms of training and development as appropriate.

Approved by the Board of Trustees, May 20, 2019