

The Brookfield Library

Policy 120: Customer Service Policy

Mission Statement

The Brookfield Library is the cultural, social and intellectual center of the community. The Library is a dynamic civic resource that provides free access to information in all its forms and is a gathering space for exploration, lifelong education, collaboration and entertainment. In fulfilling its mission, The Brookfield Library strives at all times to provide excellent library services to all customers.

There are two components to quality library service:

1. educated and knowledgeable staff who are ready to assist patrons in finding the materials and services they want and need.
2. staff will make every effort to offer services in a fair manner that treats everyone with courtesy and respect, and expects courtesy and respect in return.

The Customer Service Policy of The Brookfield Library is the foundation for all staff interactions with the general public. All other library policies should be interpreted in light of the principles outlined below:

- The Library should offer the same quality of service to all, regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria which may be the source of discrimination.
- Patrons should be treated as if they are the most important people in the world. They are.
- Judgment calls should always be made in the patron's favor. If staff makes a mistake, it should always be to the patron's advantage.

Ethics

Staff members will respond to inquiries with the best factual information available, but will refrain from offering personal opinions or advice in response to queries. In particular, library staff may direct patrons to sources of consumer information, but they will not recommend products or services.

Library staff recognize the confidentiality rights of library patrons. As a result, library staff will not reveal the identity of people using library materials to a third party, nor will library staff reveal the items checked out on another person's library card, subject to the State Statutes on confidentiality.

Move all the following sections to Personnel Policy under Staff Training

Adopted by the Library Board of Trustees, May 8, 2000; revised 9/24/03; revised 3-23-2011