



## New Woodstock Free Library

### **Customer Service Policy**

Libraries are public institutions that provide a worthy public service: free access to information and entertainment. The public trust and faith in the library is not so much about information retrieval or document management as it is about the intangibles—the relationships, the place, the environment for learning. It is top-notch customer service that will sustain and grow the library and its services.

Though the New Woodstock Free Library is funded primarily through local taxes, we strive to offer excellent library services to all, regardless of address. In doing so, it is important that the Library staff provide accurate, efficient, and friendly service at all times to all visitors.

- The Library does not discriminate, but offers the same quality of service to all patrons.
- The staff treats patrons politely, promptly, and with helpful attention.
- We always try to offer an alternative (i.e. interlibrary loan, etc.) if a staff member is unable to comply with a patron's request.
- Staff members are familiar with and able to articulate library policies as well as explain the rationale behind them.
- Patron comments, whether negative or positive, are always welcome and taken into consideration when planning library services.

The needs and requests of Library patrons are always to be taken seriously and treated with respect. Equal consideration and treatment is given to all. All interactions and transactions between a patron or group of patrons and the New Woodstock Free Library are considered confidential and will be discussed only in a professional context.

**Approved by the Library Board of Trustees on January 28, 2021.**