

NORWELL PUBLIC LIBRARY CUSTOMER SERVICE POLICY

Policy Statement:

In fulfilling its mission, The Norwell Public Library strives at all times to provide excellence in customer service. Excellence in customer service means that educated and knowledgeable staff is ready to assist patrons in finding materials and services they want and need. Excellence in customer service also means that the staff will try to offer services in a fair manner that treats everyone with courtesy and respect and asks for courtesy and respect in turn.

Ethics:

All library patrons deserve equal consideration and respect for their requests for library service. Library staff will seek to carry out the mission of the library in a way that provides optimum service to all.

Library staff recognizes 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 patron's card.

All requests for information will be considered confidential and such requests will never be discussed with a third party, except with another librarian for the purpose of answering a question.

Adopted 3/1/06

Amended 10/29/14