

## Kingston Library

### PATRON SERVICE

Reviewed and Approved by the Kingston Library Board on October 15, 2015

Patron Service is a top priority of the Kingston Library. All Library patrons will be treated respectfully and served promptly without regard to age, gender, sexual orientation, sexual identification, race, ethnicity, disability, language proficiency, social or economic status.

- Staff members are responsible for providing the best customer service possible and will be trained and empowered to make decisions that will ensure the best library experience for each patron.
- Staff will assist patrons on a first-come, first-serve basis to the extent possible without infringing on the service needs of other patrons.
- Staff members will enable successful library use by assisting patrons with the Library's resources and equipment.
- In cases where the Library's resources are not sufficient to meet patron demand, staff will offer inter-library loan service or refer patrons to other libraries that may have the resources needed. Whenever possible, staff will contact the library to which a patron is being referred to insure the information, material or equipment needed is available.
- When answering the phone, a Library employee shall identify him/herself and the department in which he/she works and shall be courteous to the caller.
- A patron with complaints about the service received or about library policy shall be referred to the senior staff member on duty at the time or to the Library Director.
- The ultimate goal of Library Patron Service is to meet Library patron's expectations for service, while fulfilling the Library's mission. Any comments are welcome regarding how well those expectations are being met.