



Ethics and Customer Service Policies Stephen B. Luce Library Procedures

The following elements are emphasized in providing public service:

1. Library staff will treat every patron with equal respect and every request with equal importance.
2. Courtesy and attention to the needs of the library user will be the key to all interactions. Staff will try to be flexible in meeting library patrons' needs. Whenever possible, judgment calls will be made in the patrons' favor.
3. Skilled library staff will use their knowledge of library resources to fulfill requests in a timely manner or else present alternatives when requests cannot be met immediately.
4. Library policies and procedures exist to make library resources available on an equitable basis. If anyone has a question about why the library has a policy or if the purpose of a policy is not understood, an explanation should be provided or else referred to a supervisor or the director of the library.
5. The ultimate goal of library service is to meet library users' expectations for service while fulfilling the library's mission. Any comments are welcome regarding how well those expectations are being met.