



## **Customer Service Policy**

**Date Adopted:** April 17, 2025

**Dates Amended:** N/A

### **PURPOSE**

The Gardiner Library staff serves as the link between patrons and the Library's resources and services. The Gardiner Library's goal is to consistently provide excellent library service which includes helpful and knowledgeable staff, access to relevant informational resources, and quality facilities. The following objectives have been adopted to fulfill this goal:

- Treat Gardiner Library patrons promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, or social or economic status.
- Select, acquire, and organize sources of information and materials to meet the needs of Gardiner Library patrons.
- Be knowledgeable about Gardiner Library resources, policies, and procedures and be able to explain the resources, policies, and procedures to patrons.
- Identify and promote the services that meet the needs of patrons and potential users in the community.
- Refrain from value judgments or opinions regarding the importance of a request or question.
- Provide customer assistance without discrimination.
- Maintain the privacy of patrons and confidentiality of their transactions and records.
- Cooperate with community agencies and organizations in an effort to serve the community.
- Prioritize patron privacy and confidentiality when responding to law enforcement inquiries, only sharing information with permission or in response to a valid court order, subpoena, or search warrant and may consult with legal counsel before responding to any requests for user information.
- Adhere to the principles of the Gardiner Library, Ramapo Catskill Library System, and the American Library Association's Code of Ethics policies.



## **STAFF SUPPORT TO PATRONS**

- Gardiner Library staff do not have medical, legal, tax, or other professional services training and are prohibited from offering advice in those or other areas best served by trained professionals. Gardiner Library staff may only assist patrons in locating information about those services and providers and may not recommend specific service providers.
- Patrons should not share personal, private, or financial information with Gardiner Library staff, and Library staff should maintain patron privacy by avoiding situations in which such information is viewable.
- Gardiner Library staff may assist patrons with accessing computer programs, offer instruction on using computer programs, and answer questions about program functions. Staff may not prepare finished materials for patrons such as filling out forms and applications, typing documents, or formatting graphical materials such as flyers, invitations, or business materials.
- Gardiner Library staff may assist patrons in scanning or copying materials at the printer/copier. If patrons have large amounts of copying, they should receive instruction in how to use the machine so that Library staff are free to assist other patrons.
- Exceptions to this policy may be made to assist patrons with temporary or permanent disabilities.