



## **Customer Service Policy**

- The Nevins Library strives to offer excellent library services to all. In addition to the quality of the collections, it is equally important that the staff provide accurate, efficient, and friendly service at all times.
- The Library will offer the same quality of service to all, regardless of age, race, gender/sexual orientation, religion, nationality, educational background, physical limitations, or any other criteria which may be a source of discrimination.
- Judgment calls should always be corrected to the patron's advantage.
- Patrons should be offered alternative solutions or referrals if a staff member is unable to comply with a request.
- Staff members should be familiar with and able to articulate Library policies, as well as explain the rationale behind them. Staff members are responsible for keeping up-to-date with current policies.
- Each staff person, while at work, acts as a representative of the Nevins Library to each person or group with whom they come in contact. The impression made on the patron profoundly affects the Library's image.
- All interactions, transactions, and information exchanged between staff and patrons or between groups of patrons and the Library will be considered confidential and will be discussed only in a professional context.
- Individual Library staff cannot accept valuable gifts or any form of currency (ie: tips, gift cards, etc.) for the services they provide as library staff. Patrons are encouraged to make contributions to the library as a whole, or provide a gift that all staff can enjoy equally.