

Somerset Public Library

Customer Service Statement



March 21, 2017

The Somerset Public Library exists to serve as a center of informal learning, individual growth and recreation for the citizens of Somerset. The Library expects to make a contribution to the learning process and to aid individuals in the lifelong process of growth and appreciation and understanding of themselves, their neighbors, and the world around them. In addition, the library makes its building available as a setting for appropriate events according to the needs and interests of the community.

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In fulfilling this mission, the Somerset Public Library staff strives, at all times, to provide excellence in library services which includes a quality and welcoming facility with a collection that is varied and current. Well-informed and knowledgeable staff will be ready to assist patrons in finding the materials and services they want and need. It also means that the staff will offer services in a fair manner which treats everyone with courtesy and respect and asks for courtesy and respect in return.

The following elements are emphasized in providing public service to the patrons of the Somerset Public Library:

- The Library does not discriminate and offers the same quality of service to all regardless of age, race, sex, nationality, religion, educational background, physical limitations or any other criteria.
- The library staff will provide polite, efficient and accurate service to all patrons at all times.
- Library staff will treat every patron with equal respect and every request with equal importance.
- Courtesy and attention to the needs of the library patron will be the key to all interactions. Staff will try to be flexible in meeting library patrons' needs. Staff will use their best judgement in handling situations
- Library staff will use their understanding of library resources in order to fulfill requests in a timely manner or refer patrons to the appropriate staff member to assist them.
- Library staff will be aware of Library policies and procedures as these exist to make library resources available on an equitable basis.

Ethics

- 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 person's library card in accordance with Massachusetts General Laws, Chapter 4, Section 7, Paragraph 26 and Chapter 78,

Section 7. This includes the library record of minors. The Somerset Public Library has a separate policy on Confidentiality of Patron Records.

- All interactions and transactions between a library patron or group of patrons and the library will be considered confidential and will be discussed only in a professional context.
- Staff members will respond to inquiries with the best factual information available but will refrain from offering personal opinions and/or advice in response to queries.
- Staff will adhere to the American Library Association’s Code of Ethics and the American Library Association’s Bill of Rights.

The ultimate goal of library service is to meet library patrons’ expectation for service while fulfilling the library’s mission. Successful customer service connects the patrons to what they need but also leaves them gratified with the service provided so they are eager to return to the Somerset Public Library. Any comments are welcome regarding how well expectations are being met.

TRUSTEE APPROVAL DATE	CURRENT REVISION	DESCRIPTION OF CHANGE
03/21/2017	-	Approved by Board of Library Trustees