



Customer Service Policy

The Gates Public Library strives to offer excellent service to all patrons both in person and remotely. Each staff person, regardless of job title, is responsible for providing service that respects the dignity and privacy of the library patron regardless of age, race, ethnicity, religion, nationality, gender, physical limitations, sexual orientation, or any other criteria.

All patrons can expect:

- To find the Library and facilities clean, tidy and in good repair.
- To find staff in highly visible locations to assist them.
- To be acknowledged with a friendly greeting.
- To be treated courteously and respectfully in a non-judgmental manner.
- To receive knowledgeable and professional service, free of jargon.
- To have their privacy respected.
- To be treated as individuals, with unique needs.
- To have open access to Library resources and instruction in their use.
- To find empathetic staff empowered to creatively remove barriers to library services and resolve conflict.

A patron with complaints about the service received or about library policy shall be referred to the Librarian in charge at the time, or to the Library Director or Assistant Director. The Library Director's business card is available at all service desks.

Staff Support to Patrons

Staff will assist library patrons on a first come, first served basis to the extent possible without infringing on the service needs of other patrons. Library staff must make decisions that balance the needs of the individual with the overall needs of patrons throughout the library.

Although all Library staff are empowered to assist patrons, staff should direct reference questions to the Reference Desk staff. To fulfill their various duties, Reference Desk staff may place reasonable limits on the number of reference transactions fulfilled for each patron.

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. Library staff may assist patrons in locating information about services and providers but may not recommend specific service providers.

Patrons should not share personal, private, or financial information with Library staff, and Library staff should maintain patron privacy by avoiding situations in which such information is viewable.

To create an environment in which everyone feels welcome, Library staff should refrain from discussion of politics or other divisive subjects with patrons.

Library staff may assist patrons with technology, including computer programs or websites, and may help with scanning or copying materials at the printer/copier or LDS station. 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. If patrons have large amounts of scanning or copying, they will receive instruction in how to use the machines 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.

Adopted by Library Board: November 20, 2024