

# CUSTOMER SERVICE POLICY

## Policy Statement

Patterson Library is dedicated to advancing the quality of life in the community of Westfield and embraces the principles outlined in the American Library Association's (ALA) Library Bill of Rights and Freedom to Read and Freedom to View statements. Providing excellent customer service is a fundamental component of our Library's mission, ensuring unrestricted access to information while upholding the principles of intellectual freedom.

## Regulation

1. **Respect and Courtesy:** Patterson Library recognizes the importance of treating all patrons with respect and courtesy. When engaging with library staff, patrons can anticipate receiving appropriate acknowledgment and courteous, considerate treatment.
2. **Value and Inclusion:** All patrons will be valued for their input, and they will receive the same excellent quality of service without discrimination, ensuring that the library is inclusive and welcoming to all, regardless of race, class, gender, or any other personal distinctions.
3. **Knowledge and Professionalism:** Customers will receive knowledgeable service and professionalism from all staff members who are well-trained in library policies, procedures, and services, supporting the library's mission of assisting users in the pursuit of knowledge.
4. **Timely Service:** Customers can expect to receive timely service, complementing commitment to supporting the development of an individual's full potential.
5. **Access to Resources:** Patrons have open access to traditional and innovative resources and instruction in their use, ensuring that the Library remains a valuable source of information and education.
6. **Privacy and Confidentiality:** The Library respects the privacy and confidentiality of its patrons. Library records, which include but are not limited to patron registration records, circulation records, attendance records for Library-sponsored programs, records of computer use or reference services, or any other data linking a particular patron to specific Library services or materials, shall be kept confidential.
  - **Library Records Confidentiality:** No information from Library records will be released to any person, agency, or organization, except in response to a valid court order or subpoena properly presented to the Library Director or the Director's representatives. This strict confidentiality adheres to New York State Civil Practice Law and Rules 4509.
  - **Patron Access:** Patrons control their Library cards. Presentation of a valid Library card allows the patron whose name appears on the card (or the parent/legal guardian in the case of a minor child) access to information about the current circulation record of that patron. A person presenting the Library card of a friend

or family member may check out items on that card with authorization from the cardholder. However, no information from that Library record may be given by Library staff to a third party.

- **Staff Use:** Nothing in this policy shall prevent Library staff from using Library records in the administration of their regular duties. When no longer needed for administrative purposes, records will be expunged.

*Please note that "Library Staff" includes anyone associated with library operations, including volunteers and trustees.*

## Intellectual Freedom and ALA Statements

Patterson Library fully endorses the ALA's Library Bill of Rights and Freedom to Read and Freedom to View statements, acknowledging that libraries are forums for information and ideas. We emphasize the following principles in accordance with these statements:

- Materials provided by the Library are for the interest, information, and enlightenment of all people.
- Materials and information provided by the Library will present a range of viewpoints on current and historical issues.
- Cooperation from the Library will be given to all individuals and groups concerned with resisting censorship.
- Exhibit spaces and meeting rooms are available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

## Training and Development

The Library endorses these principles by providing regular employee training, leadership development, and opportunities for customer input. Staff members are expected to engage in continuous learning and professional development to ensure they deliver excellent customer service in line with the Library's mission and commitment to intellectual freedom.