
**BARRIE PUBLIC LIBRARY
CUSTOMER SERVICE POLICY**

MOTION #16-34

Reviewed June 23, 2016

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1. SERVICE PRINCIPLE

Recognizing that the mission of the Library is to enrich the economic, social and cultural vitality of our community by opening the doors to lifelong learning, the Barrie Public Library follows a model of patron-centered service. This model provides a framework for employees to serve all our customers in a fair, open, courteous and efficient manner.

All staff dealing with the public are empowered with the authority to make exceptions to rules as common sense dictates and with the goal of leaving the customer with a positive library experience.

2. SERVICE GUIDELINES

1. We treat every patron and other staff members with courtesy and respect.
2. We communicate clearly in a personable manner.
3. We are efficient, effective and dependable in the delivery of our services which includes accessible services for all.
4. We adapt our services to meet varying customer needs.
5. We follow up, evaluate and encourage feedback.
6. We identify issues with customer satisfaction in order to continually improve our services.
7. We use policies and procedures as guidelines.
8. We respect the confidential nature of patron interactions.
9. We rise above personal bias in every customer interaction.

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