

Mount Morris Library

121 Main Street

Mount Morris, New York 14510

Customer Service Policy

In fulfilling its mission, the Mount Morris Library strives at all times to provide excellence in customer service. Our educated and knowledgeable staff is ready to assist patrons in finding the materials and services they want and need. Staff will offer services in a fair manner that treats everyone with courtesy and respect at all times and asks for courtesy and respect in return.

1. The library will offer the same quality of services to all patrons regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be the source of discrimination.
2. Courtesy and attention to the needs of the library patron will be the key to all interactions. Patrons will be treated politely, promptly, and with helpful attention.
3. Staff will be flexible in meeting patrons' needs. Whenever possible, judgment calls will be made in the patron's favor.
4. Skilled library staff will use their knowledge of library resources to fulfill requests in a timely manner or else present options, such as interlibrary loan, when requests cannot be met immediately.
5. Library policies and procedures exist to make library resources available on an equitable basis. Staff members will be familiar with library policies, procedures, and services and able to provide an explanation to the patron or else refer the question to the Library Director.
6. Staff recognizes the need to enforce policies and procedures and that some patrons may find this disagreeable. Staff will be patient, respectful, and helpful even when being firm about library rules.
7. The library will be a clean, safe, accessible, and reasonably quiet environment with appropriate facilities to support services.

8. 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.
9. The ultimate goal of library service is to meet patrons' expectation for service while fulfilling the Library's mission. Any comments or suggestions regarding how well these expectations are being met or how the Library can improve its services are welcome.

Adopted and Approved by Mount Morris Library Board of Trustees — February 2021