

Customer Service Policy

Greenwich Free Library staff members serve as the link between patrons and the Library's resources and services. Greenwich Free Library's goal is to provide excellent Library service which includes helpful and knowledgeable staff, access to relevant informational resources, and quality facilities. In the fulfillment of this goal the following objectives have been adopted:

- Ensure that Library users consistently receive a high level of service.
- Select, acquire, and organize sources of information and materials to meet the needs of Library customers.
- Be knowledgeable about Library resources, policies and procedures and be able to explain the resources, policies, and procedures to customers.
- Identify and promote the services that meet the needs of customers and potential users in the community.
- Refrain from value judgments or opinions regarding the importance of a request or question.
- Provide customer assistance without discrimination.
- Maintain the confidentiality of our customers' transactions and records.
- Cooperate with community agencies and organizations in an effort to serve the community.
- Adhere to the principles of the Southern Adirondack Library System and the American Library Association's Code of Ethics.

Staff Support to Patrons

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 only assist patrons in locating information about those services and providers and 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.

Library staff may assist patrons with accessing computer programs, offer instruction on using computer programs, and answer questions about program functions. 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.

Library staff may assist patrons in scanning or copying materials at the printer/copier. If patrons have large amounts of copying, they should receive instruction in how to use the machine 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.

Approved December 18, 2019