



Lee Public Library

Customer Services Policy

The Lee Public Library strives to offer excellent library services to all. In addition to the quality of the facility and the collection, it is equally important that the library staff provides accurate, efficient, and friendly service at all times. The customer service policy is the foundation for all staff interactions with the general public. The Lee Public Library recognizes the Library Bill of Rights, The Freedom to Read statement, and the various interpretations of these set down by the American Library Association. All other library policies should be interpreted in light of the principles outlined below.

Equality: The library offers the same quality of service to all regardless of age, race, sexual orientation, nationality, gender, educational background, physical limitations, or any other criteria that may be the source of discrimination.

Courtesy: Library patrons will be treated courteously, in all circumstances and at all times. Each staff member is a representative of the Lee Public Library and is expected to act in a friendly, helpful manner, which ensures that the patron will walk away feeling that his/her experience at the library was a positive one. The needs and requests of library patrons are always taken seriously and treated with respect. Equal consideration and treatment is given to users within established guidelines.

Requests: Library staff will make every effort to provide patrons with an alternative in the event that staff is not able to comply with a patron's request. Library staff will also consider patron suggestions and requests for new materials and services.

Children: Library patrons who are children have the same rights and responsibilities as adult library patrons. To quote from the ALA manual, "Patrons should be aware that parents and only parents have the right and responsibility to restrict the access of their children, and only their children, to library materials. Librarians cannot assume the role of parents and have a public and professional obligation to provide equal access to all Library materials for all library patrons."

Complaints: The Lee Public Library endeavors to resolve all patron complaints or problems as soon as possible. Matters that concern the Board of Trustees are promptly brought to the Board for discussion and resolution.

Inquiries: Library patron phone calls, emails and social media messages are answered promptly and courteously.

Explanation of policies: Staff members are able to direct patrons to library policies, either via the library website, or by offering viewing of the library policies manual

Accuracy of information: Library patrons are entitled to accurate information and answers to all their questions. The Lee Public Library staff endeavor to keep informed of all local community events and updates, and attend library focused training regularly.

Confidentiality: The library adheres to New Hampshire Law 202-D:11 and protects the confidentiality of all patron information through its Privacy Policy.