



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.

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.

Children: Library Trustees and staff wish to ensure the safety and comfort of all children in the library. The library is a public building, open to everyone, and as such carries an inherent risk.



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Parents or caregivers, are responsible for their children in the library. Children, like adults are expected to comply with the “Use of the Library” policy.

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.”

Children attending programs or using the Library should know how to reach a parent or caregiver in the event of an emergency.

Children age 4 and under must be within visual or physical contact of a parent or adult guardian at all times while using the library. Children age 5-11 should have an adult in the building with them, unless attending library after school programs in which they have been previously registered by a parent or guardian. Children age 12 or older may be unattended in the library. If a parent or guardian feels it is unsafe for their child to leave the library without adult supervision, the child should not be in the library unattended, even if the child is over the age of twelve.

Parents are expected to be in the room with children during preschool and toddler library programs unless otherwise specified by the Youth Services Librarian. If the adult is not attending the program with the child, he or she should nevertheless be in the library in case of illness or disturbance. The exception to this policy would be for authorized after school programs where children arrive on the bus after school and are picked up by their parent or guardian at the end of the program.

If any unattended children are found in the library at fifteen minutes prior to closing time, the staff member will remind the child of closing time and allow him or her to call for transportation or to locate family members using the library telephone. If a child’s parent or guardian cannot be located within fifteen minutes **after** closing, the library staff person will contact the Police Department to assist in locating the parent or guardian. Under no circumstances will a staff member transport a child in his or her own vehicle. Two staff members are to remain with child until parents are located.

In any situation involving youth safety and specifically whenever parents, other relations or caregivers or local police are notified, the staff member involved will complete an Incident Report. All incidents will be reviewed and assessed by the Library Director and reported to the appropriate authority if necessary. Any suspected abuse or neglect of children will be reported to New Hampshire Division for Children Youth and Families (DCYF) pursuant to NH RSA 169-C:29-31