



**NEW BRITAIN
PUBLIC LIBRARY**

CUSTOMER SERVICE POLICY

Community members visiting our libraries will be treated promptly and respectfully, included but not limited to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status.

Community members and staff members treat one another in a polite and respectful manner. Ensuring that the library is a safe place for everyone is a shared responsibility. Staff members will ask individuals who are not complying with the Code of Conduct to follow the guidelines therein.

Confidentiality is maintained per the Library's Privacy Policy. Library staff will respect patron privacy in regards to use of library materials and assist in a non-judgmental manner.

Customer service takes priority over other duties while a staff member is working at a public service desk. Staff will assist customers on a first come, first served basis, prioritizing in-person service over phone inquiries.

When answering the phone, a library employee will identify themselves and the department in which they work.

All public facing staff members will wear name tags so that customers can recognize them as library employees.

Staff members are familiar with library policies.

If a staff member is unable to help you, they will find someone that can.

Staff members will enable successful library use by assisting community members with the library's resources and equipment.

A community member with complaints about the service received or about library policy shall be referred to the senior staff on duty at the time or to the Library Director. Business cards of senior staff members are available at all public service desks.

Approved by the New Britain Public Library Board of Trustees on 05/28/2025