MILLBURY PUBLIC LIBRARY CUSTOMER SERVICE POLICY

The staff of the Millbury Public Library believes that our patrons must come first. Each person who comes to the library with a recreational, informational or educational need is treated with respect and courtesy. Our goal is to meet patron’s service needs as fully and quickly as possible and to make all of their contacts with the library successful, pleasant and positive. To assure that we meet this goal we strive to provide excellent patron service and do our best to carry out our patron contacts in the ways described below.

Library staff members also treat one another with the same respect and courtesy as occurs in their interactions with the public. We are each others “internal patrons” and in our contacts we are committed to provide the highest level of satisfaction.

## POSITIVE COMMUNICATIONS

Communications with patrons, whether in person, by phone, or in writing are polite and pleasant with library staff treating patrons as each of us would like to be treated.

Patrons are greeted professionally and pleasantly.

Every patron is an individual whose needs for service are respected. When patrons arrive at a service desk and the available staff members are assisting others, staff members will acknowledge the presence of the waiting individual as soon as possible.

Excellent and proven listening techniques are used during all patron/staff interactions. These include: maintaining eye contact; respecting the patron’s personal space; patiently and politely listening to and hearing the question or service need; refraining from interrupting or forming conclusions until the patron is finished; and showing genuine interest in the patron’s need as it is expressed. Staff will provide assistance using as little library terminology as possible. When we do need to use library terminology, we explain what it means to the patron.

At the end of a contact with a patron, library staff members will acknowledge and thank the person for using the library thereby ending the contact on a positive note.

## SUPPORTING PATRONS’ AND CO-WORKERS’ NEEDS

Library staff members accept each person who comes to or contacts the library as an individual. We meet people’s needs regardless of race, religion, ethnicity, disability, age or other individual differences. We support people’s abilities and anticipate their difficulties to help them get maximum benefit from the library. Staff members are respectful of patrons’ questions and avoid intruding on their privacy.

## RESPONSIVENESS

Staff members work together to respond to patrons’ requests and maintain a positive service environment. We are responsive to patrons and to each other as individuals. All staff will strive to give every request the time it needs to achieve a full answer. Interviews with patrons or co-workers making the request are thorough and complete to get to the core of the question. Library staff members strive to make sure the information given to a patron or co-worker is completely accurate. Staff members are creative in seeking answers. We attempt to follow-up with patrons to provide additional information or clear up questions. When desk coverage allows, staff members move out from behind service desks and take patrons to the needed material or to a computer to assist in a search.

Library staff members anticipate patrons’ needs, as well as respond to their requests. To assure that people get the help they need to use the library successfully we are alert to patrons who appear to be looking for something or having difficulty with library equipment. As time permits, we will check with such patrons and offer help. We are flexible in carrying out our work to insure that patron service is the most important thing we do.

When members of the public ask for a staff member’s first name, it is given.

Library staff members are alert to the needs of people with disabilities and offer assistance as it appears to be needed or is asked for. This may entail a level of assistance in using library materials and equipment beyond that normally provided to library patrons.

Staff members respect individual differences and diversity among their co-workers. We have pride in our work and the excellent service we provide-that pride inspires us to support one another fully, meet our obligations to other staff members on time and with courtesy. Each of us does our part to be sure our colleagues can successfully carry out their responsibilities.

## RELIABILITY AND CREDIBILITY

Staff members are reliable-we keep our word, fulfill commitments made to patrons and one another; carry out our work accurately and completely. Patron’s questions and information needs are always answered, even if it requires looking later for the answer and getting back to the patron or referring the person to another library.

We are honest and trustworthy in our dealings with patrons and co-workers.

## RESPONSES TO OFF-SITE SERVICE REQUESTS

Telephone calls, electronic inquiries, and written requests are answered promptly. The telephone should be answered “Millbury Public Library, may I help you?” by all staff.

Telephone inquiries are answered by the first staff member taking the call whenever

possible. When the caller must be placed on hold or forwarded to someone else, this is done courteously and with an indication of where the call is being forwarded to or how long the caller can expect to be on hold.

Written inquiries and messages from patrons are returned as soon as possible with every effort to do so on the same day. We use our judgment as to whether telephone, electronic mail or regular mail contact is most appropriate for a particular message or to let a patron know how long it will be before an answer can be provided.

**COMPETENCY**

Staff members take initiative in getting training and professional development. We need to be current in our knowledge of public library service trends in general and of new developments at the Millbury Public Library in particular. We are able to explain, in general terms, the services that are available throughout the library.

Library staff is encouraged to be readers and users of library materials. We strive to be aware of the contents of the collection in order to be able to provide guidance to patrons in selecting materials.

## SECURE ENYIRONMENT

Library staff members will attempt to provide an environment safe from danger or risk, an environment in which all patrons and staff members can feel secure. Safety of public and staff is the first priority in an emergency or crisis situation. We recognize the need to inform supervisory staff immediately in such a situation and then focus on assuring a safe and calm environment for the public. Staff members should use their best judgment to determine where to get help in every situation, and not hesitate to dial 911.

Library staff members are not responsible for minor children at the library and will assist unattended children eight or under in finding parents or caregivers.

Staff members expect to be treated courteously by patrons and each other. Contacts should be respectful, and if they are not supervisory or administrative intervention should be requested.

## CONFIDENTIALITY

The Millbury Public Library cannot reveal borrowing records or reserve records to any person other than the owner of the library card. This applies to the release of information to the parents of minors when the minor has his or her own library card. Massachusetts General Laws Annotated and an interpretation of the law by the Supervisor of Public Records of the Commonwealth are referenced in the policy.

**COLLECTION DEVELOPMENT**

The library selects materials based on established criteria. It does not censor materials.

The Millbury Public Library upholds the *American Library Association Library Bill of Rights, The Freedom to Read* statement, and *The Freedom to View* statement.

**INTERNET**

The library connects to the internet but does not control or monitor access to material that may be accessible at internet sites. This policy is in agreement with the *ALA Library Bill of Rights* and a supplemental document, Access to *Electronic Information, Services,* and *Networks.*

## HARASSMENT

The Town of Millbury fosters mutual respect among all employees and provides them with a professional work environment free of any form of intimidation or harassment.

The town’s Harassment Policy explains that the town will not tolerate any form of harassment of its employees or the public.

This project is funded through the Massachusetts Board of Library Commissioners with funds from LSTA (Library Services and Technology Act), a federal source of library funding.

Adopted by Millbury Library Board of Trustees, August 19, 2003

**Policy Regarding Lending Library Materials to Residents (and out-of-state cardholders) of Decertified Communities**

Millbury Public Library upholds the importance of maintaining the minimum standards of public library service required for a community to be certified by the Massachusetts Board of Library Commissioners to participate in the State Aid to Public Libraries program. Communities that do not meet MBLC standards and are not granted a waiver are decertified. The closing of a public library for "any reason other than the undertaking of a project to improve library service (construction, automation preparation or inventory) or the occurrence of a natural catastrophe (including a limited emergency closing due to illness or death)"1 results in immediate decertification.

The regulations governing this program state that "all public libraries participating in the direct state aid grant program must be willing, on a reciprocal basis, to extend direct access and services to nonresidents who are cardholders in other libraries participating in the state grant program…2. The regulations do not oblige participants to lend materials to residents of decertified communities, only to provide "access to reading and reference rooms under the same conditions as residents of the [local] community. 3

Full use by residents of decertified communities would be an inappropriate reliance on Millbury Public Library. Permitting such use would subsidize library services to a community unwilling to support its own public library at the expense of Millbury taxpayers. Therefore, Millbury Public Library will not lend library materials to residents and out-of-state cardholders of decertified communities, either through direct reciprocal borrowing or through inter-library loan and network transfers.

1. Massachusetts Board of Library Commissioners. "Policy, FY2004 State Aid to Public Libraries Program, The Closure of a Public Library". Approved January 9, 2003. (State Aid Policies are approved annually.)

2. 605 CMR 4.01

3. Ibid.

Approved: Board of Library Trustees, September 17, 2003 Last updated: December 22, 2006

URL: http://www.mh1.org/about/policies/decertified.htm

Policies from Memorial Hall Library Used wholly or in part in the development of these policies: Approved by Millbury Public Library Board of Trustees.

**Millbury Public Library Director’s Workweek Schedule**

In order for the Millbury Public Library to provide optimum oversight, coverage, freedom from disruption and safety, of both the library staff and the library patrons, the library director will be on-site, Monday through Friday from 9:00am to 5:00pm and on weekends, as necessary.

This policy will take effect immediately. Policy adopted September 29, 2004

10/19/07

# MILLBURY PUBLIC LIBRARY INTERNET POLICY

The Millbury Public Library’s Statement: The Millbury Public Library is a place where people and information come together. It is a friendly, accessible, community gathering place for Millbury residents of all ages who have an array of information needs and interest. With knowledgeable, skilled, and personable staff, the library offers a variety of materials in popular formats and suitable technologies. Its focus is on helping members of the community to

* Learn both in formal and in self-directed ways
* Seek information relevant to their work, family and day-to-day live
* Remain current on topics and titles of popular interest

In keeping with its mission the Millbury Public Library provides information in a variety of formats including print, audiovisual, and electronic with access to the resources on the internet. Internet resources accessible through the Library are provided equally to all library users. As with other library materials, restriction of a child’s access to the internet is the responsibility of the child’s, and only that child’s parent or guardian. Parents and guardians are encouraged to share with their children the exploration of the resources available through the internet. Staff will assist patrons with internet use as time permits but can not offer personal instruction.

Library users access the internet at their own discretion and they are responsible for any access points they may reach. Millbury Public Library provides the access to the internet only and this service is intended for independent use. The library does not control and does not monitor any information accessed through the internet for accuracy or content and cannot be held responsible for the content of the internet. Parents and guardians of minor children are responsible for their children’s use of the internet through library connections. Responsibility over the use of computers by minors rests with their parents or guardians. The library promotes parental monitoring and supervision of their children while the internet is used. The library does not act in loco parentis.

**Rules**

Users may not alter or remove computer configurations, software or hardware.

Users may not use the library terminals for illegal or abusive purposes including but not limited to the following

* Copying of copy protected material
* Use of chat room is not permitted
* Accessing pornographic material
* Distributing junk mail or computer viruses
* Attempting to violate computer security
* Transmitting or displaying obscene, harassing or threatening material
* Activities which are disruptive to other library users
* 1/2 hour time limit on the computer if people are waiting. If no one is waiting or homework is needed, an extension time may be available only through the Library staff.

As protection against viruses the downloading of information from the internet to the hard drive or saving of information to disks is prohibited. Disks or CDs may not be used on library computers unless authorized by a library employee.

Any violation of these rules will result in the suspension or termination of library privileges.

Approved by Library Board of Trustees

10/16/07

# Statement of Concern about Library Resources

The Millbury Public Library Board of Trustees has authorized the use of this form. The person who has a concern about material in the library’s collection may fill it out and return it to the Director of the Library who will evaluate the original reasons for the purchase of the material. The Library Director

will then respond to the person making the objection. If there are any remaining objections, they may be brought to the attention of the Board of Library Trustees.

Name Date: Address: Phone#: City: State: Zip:

1. Resource on which you are commenting:

 Book

 Magazine

 Newspaper

 Audio-visual Resource

 Content of Library Program

 Other

Title:

Author/Producer:

1. What brought this title to your attention?

3, Please comment on the resource as a whole as well as being specific on those matters which concern you. (Use other side if needed.)

Optional:

4. What resource(s) do you suggest to provide additional attention on this topic?

Policies from Memorial Hall Library used wholly or in part in the development of these policies: Approved by Millbury Public Library Board of Trustees.