

Bristol Library
6750 County Road 32
Canandaigua, NY 14424
585-229-5862
www.thebristollibrary.com

External Policy/Customer Service and Professional Conduct

Policy # EP-2

Effective Date: 05/20/2020

APPLICATION: Personnel, Trustees, Patrons

STATEMENT OF PURPOSE: The Bristol Library develops collections to promote literacy, support education, encourage lifelong learning, and to meet any diverse cultural, informational, or recreational interest in the community. The Bristol Library maintains a Code of Customer Service to ensure staff understand the expectations regarding service to all Library patrons. Each staff member is a representative of the Library.

POLICY: The Library Customer Service Policy ensures each patron and staff member will be treated courteously and equally while also respecting their right to privacy and confidentiality.

RESPONSIBILITY: The Board of Trustees will be responsible for drafting necessary procedures to ensure the policy is successfully implemented. The Library Manager and staff are responsible for the quality of customer service provided to patrons and co-workers.

APPROVED: 05/20/2020 by the Bristol Library Board of Trustees

REVISED: DD/MM/YYYY by the Bristol Library Board of Trustees

REVIEWED BY/ON: (Legal counsel and/or by a designated person after a period of time.)