

Customer Service**Policy 1.1**

The Hyde Park Free Library is committed to providing exceptional service to all members of the community. Toward that end, library staff will:

- I. Appropriately acknowledge all patrons
- II. Treat all patrons in a courteous and respectful manner
- III. Value the input of patrons
- IV. Provide a high standard of service to all patrons regardless of their age, race, ethnicity,
religion, gender, physical limitations, or any other ascribed characteristics
- V. Promptly provide professional service to all patrons
- VI. Maintain confidentiality and respect the privacy of patrons
- VII. Be responsive to the community's needs

Approved May 20, 2021