

**Policy Title: Customer Service and Access Guidelines****Effective Date: February 14, 2022**

**POLICY STATEMENT:** The Flagler County Public Library strives to offer excellent library service to all, which includes helpful and knowledgeable staff, access to relevant informational resources, and quality facilities. Customer Service is a top priority of the library with library staff acting as the bridge between the public and the materials and information sought. As such, staff will treat all library customers respectfully without discrimination.

**OBJECTIVES:**

- The Flagler County Public Library will provide equal access to all library resources, services and its collections.
- Staff members will enable successful library use by assisting customers with the library's resources and equipment as needed and on a first come, first served basis.
- Each staff member will provide the highest quality customer service and ensure the best customer experience possible.
- Staff will make every attempt to provide an alternative if they are unable to comply with a customer request.
- Staff members should greet every customer who comes to the library in a friendly manner and make every effort to help meet his/her needs.
- Staff should be knowledgeable about library services, resources, policies and procedures and be able to explain these to the customer.
- Per Florida Statute 257.261, staff will maintain the confidentiality of all customer library registration and circulation records.
- Staff will adhere to the principles of the American Library Association's Code of Ethics.