



# Library Staff Customer Service Policy

The intention of this policy is to outline the general expectations for the customer service interactions of all staff members. Each new staff member will acknowledge their responsibility for following this policy with their signature.

The Staff Customer Service Policy of the St. Johns County Public Library System is the foundation for all staff and volunteer interactions with the public. All other library policies should be interpreted in relation to the principles outlined below.

The St. Johns County Public Library System strives to offer excellent library service to all, and the library staff is the bridge between the patron and the materials and information sought by the patron.

Staff members represent both the Library System and St. Johns County to each person or group with whom they come in contact, and the impression made on the patron profoundly affects the Library's and the County's image.

Staff members are expected to act in a friendly, helpful manner with the goal that the patron will walk away feeling their experience with the Library has been a positive one.

## **ETHICS**

The St. Johns County Public Library System strives to maintain the American Library Association's Code of Ethics as its guiding principle in the creation and execution of all policies and procedures. The ALA Code of Ethics can be found online: <https://www.ala.org/tools/ethics>

The needs and requests of the library patrons must always be taken seriously and be treated with respect. Equal consideration and treatment will be given to all users within established guidelines and in a nonjudgmental environment.



## St. Johns County Board of County Commissioners

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Chapter 257 of the Florida Statutes outlines many interactions and transactions between a library patron or group of patrons and the Library that shall remain confidential. Such interactions will be discussed only with the patron unless compelled by a court order (such matters include, but are not limited to registration information, materials selection, loan transaction records, reference questions, etc.).