

Abington Public Library Customer Service Policy

The Abington Public Library strives to consistently exceed customer expectations with a friendly, knowledgeable and responsive staff. The Library provides balanced, current and accurate resources in a clean, safe and accessible building, with a welcoming online presence. We recognize that each customer is important, with unique needs, and we provide equal consideration and respect to all. A customer is defined as any patron who uses the Library, in person, by phone, mail or electronically.

- The Abington Public Library offers the same quality of service to all customers, regardless of age, race, nationality, sexual orientation, educational background, religious affiliation, physical limitations, residential status or any other criteria.
- The Library will provide resources and services in the most equitable and accessible way possible.
- The Abington Public Library is committed to the principles of the Library Bill of Rights, and the Freedom to Read statement of the American Library Association.
- Library staff will treat all customers in a courteous, friendly and nonjudgemental manner.
- Customers needing assistance will take precedence over other library tasks.
- Library staff will work together to fulfill a customer request or offer a suitable alternative.
- All interactions and transactions between customers and Library staff are confidential.
- Customer complaints about the quality of service received will be referred to the senior staff member on duty, and then to the Library Director.
- In return, customers are expected to adhere to the Library's *Code of Conduct*, and to treat Library staff with courtesy, regardless of age, race, nationality, sexual orientation, educational background, religious affiliation, physical limitations, residential status or any other criteria