

# Portland Library

20 Freestone Avenue  
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## Customer Service Policy

The Portland Library strives to offer excellent library services, which includes a quality facility and collection. The library staff provides accurate, efficient and courteous service to all patrons at all times.

The Customer Service Policy of the Portland Library is the foundation for all staff interactions with the general public. All other library policies should be interpreted in light of the principles outlined below:

1. The Library offers the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria which may be the source of discrimination.
2. Patrons are treated politely and with respect. Confidentiality shall be maintained of patron records and requests.
3. Staff members strive to ensure that every staff/patron interaction is a positive experience. Judgment calls are to be made in the patron's favor.
4. Patron service takes priority over other duties while a staff member is working at a public service desk.
5. Staff members are familiar with library policies.

Approved by the Library board  
September 21, 1995  
Reaffirmed January 15, 1998  
Reaffirmed March 21, 2002  
Revised June 17, 2004

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