

PATRON SERVICE

POLICY

The Antioch Public Library District strives for excellent patron services which include a quality facility and collection. The library staff provide accurate, efficient and friendly service to all patrons at all times. The patron, as taxpayer, is to whom the staff is ultimately responsible.

Patron service 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:

The library offers the same quality of service to all patrons, regardless of age, race, sex, sexual orientation, nationality, educational background, physical limitations, religious affiliation or any other criteria which may be the source of discrimination.

Library staff will treat every patron with equal respect and every request with equal importance. Patrons are the reason the library exists.

Judgment calls are to be made in the patron's favor. If a mistake is made, it should always be to the patron's advantage. Staff members will not be penalized for errors made in good faith pursuant to this policy.

If a staff member is unable to comply with a request, the patron will be offered an alternative such as an interlibrary loan, referral to another department, etc.

Library policies and procedures exist to make library resources available on an equitable basis. Staff members are familiar with library policies and are able to articulate and explain them.

Revised 2/26/2019