

Policy Number 1.4
Title Treatment of Patrons
Section 1: Executive Limitations
Effective Date October 27, 2004
Reviewed & Approved: February 17, 2021 Board Meeting



With respect to patrons, the Chief Executive Officer (CEO) shall not cause or allow conditions, procedures, or decisions which:

- are unsafe, undignified, unnecessarily intrusive;
- fail to provide appropriate confidentiality and privacy;
- fail to provide a high level of customer satisfaction.

Accordingly, s/he shall not:

1. Operate without a written procedure on customer service that outlines the Library's values regarding customer service and establishes the standards of care to which patrons are entitled.
2. Fail to motivate employees to deliver superior quality customer service.
3. Collect, store, or transmit personal information of any kind in a manner that contravenes relevant freedom of information and protection of privacy legislation.
4. Maintain facilities that fail to provide a reasonable level of privacy, both aural and visual.
5. Fail to provide patrons with a clear understanding of the services offered by the Library.
6. Fail to provide a complaints process to patrons who are dissatisfied with the Library services.