



## Code of Service

The Geneva Public Library maintains a Code of Service to ensure staff understand the expectations regarding service to all Library patrons. Each staff member is a representative of the Library. The behavior and attitude of staff affect the quality of customer service.

### Professional Conduct at a Public Service Desk

#### We Do:

- Treat patrons and co-workers courteously and equally.
- Respect the right to privacy and confidentiality of each patron and staff member.
- Give the patron priority, acknowledging them quickly and acting ready to assist.
- Appear approachable, welcoming, and attentive to patrons.
- Assist the patron to the best of our ability.
- Attempt to resolve conflicts with patrons and co-workers in a patient, neutral, and non-confrontational manner.
- Enforce the Library's Safety Policy, calling upon the staff person in charge or police as needed.
- Stay informed of Library programs, policies, and procedures.

#### We Do Not:

- Have lengthy personal conversations with coworkers, friends, or patrons.
- Conduct personal business or research.
- Inappropriately discuss Library patrons, Library staff members, or internal affairs.
- Allow non-staff or non-volunteers behind the public service desk.
- Grant special privileges to patrons (besides accommodations for individuals with disabilities).

I have read and understand the Code of Service. I acknowledge and understand that my adherence to this Code will be reviewed and considered during my annual performance review.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Approved by the Board of Trustees: January 25, 2017

Amended by the Board of Trustees: 3/28/2018, 1/30/2019