



## Code of Service

The Geneva Public Library maintains a Code of Service to ensure staff understand the expectations regarding service to all Library patrons.

- We treat Library patrons and co-workers courteously and equally.
- We respect each Library patron's and staff member's right to privacy and confidentiality.
- Special privileges are not granted to Library patrons, although certain accommodations are made for individuals with disabilities.

### Professional Conduct at a Public Service Desk

Each staff member is a representative of the Library. The behavior and attitude of staff affect the quality of customer service.

#### We Do:

- Give the Library patron priority
- Appear approachable, welcoming and attentive to Library patrons
- Acknowledge the patron quickly and act ready to assist
- 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

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

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Name

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Approved by the Board of Trustees on January 25, 2017  
Amended by the Board of Trustees: 3/28/2018

Signature

Date

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