



Policy Name:	Service Excellence Policy		
Section:	System	Effective Date:	February 28, 2008
Motion Number:	19-26	Reviewed Date:	April 25, 2019
Policy Number:	SYS-02	Next Review Date:	May 2027

Purpose

The Barrie Public Library is committed to providing exceptional patron-centred service and recognizes that all staff members play a valuable role in service excellence. This policy supports the Library's mission and provides a framework for staff members to serve all patrons in a fair, open, courteous, efficient and innovative manner.

Policy

Service Excellence Philosophy

Library staff members will be guided by the Library's Service Excellence Philosophy and will:

- Treat all patrons and staff members with courtesy and respect.
- Listen carefully and communicate clearly and openly, using plain and inclusive language.
- Ensure the delivery of library services is efficient, effective, dependable and accessible for all.
- Work together as a team.
- Adapt library services to meet the diverse needs of the community.
- Take the time to provide value-added services that leave a meaningful impression.
- Encourage ideas and feedback to continually create improvements to library services.
- Apply appropriate judgement and empathy to provide each patron with a positive library experience.
- Respect the confidential nature of patron interactions.
- Facilitate an atmosphere of belonging that makes patrons and staff proud of their library.

Patron Welfare

The Library offers welcoming and safe access to our spaces, resources, services and programs. The Patron Code of Conduct outlines expectations of behaviour to protect the safety of patrons and staff members, prevents disruptions to library services and maintains the security of Library property.

Patron confidentiality is respected at all times, in compliance with our Privacy Policy and relevant government legislation.

It is the responsibility of parents and caregivers to monitor the welfare and behaviour, of children in their care, at all times while in the library in accordance with the Child Welfare Policy.

Services

Services and collections are provided to patrons to support learning and literacy. Services are provided in person, electronically or via telephone. The types of services provided by Library staff members can include, but are not limited to:

- Reference and Referral

- Readers' Advisory
- Library Orientation, Instruction and retrieval of resources
- Interlibrary Loan
- Programming
- Outreach

Programs

A program is defined as a coordinated activity or event that increases awareness of the Library's unique place and identity within the community and engages participants or contributors in shared learning. All programs will align with the mission, values and the current strategic priorities of the Library.

Programs will endeavor to:

- promote the use of library services and collections.
- encourage community building and support lifelong learning with a focus on literacy and technology.
- provide a broad range of content to support learning and entertainment opportunities that showcase local history, diversity, technology, and promote arts and culture within Barrie.

Programs that require supplies to be purchased for a prescribed activity may have a materials fee. To remove barriers to participation, where appropriate, free tickets will be made available to members requiring assistance. Library programs are learning opportunities and are not designed to yield a profit.

This policy applies to all Library organized, co-sponsored and partnership events offered to the public. This policy does not apply to:

- events that are developed for special purposes such as fundraising, donor recognition, community festivals.
- programs offered by other organizations on library premises where space is rented and governed by the terms and conditions of the Meeting Room Policy and Meeting Room Rental Agreement.

Programs offered within Library facilities do not indicate an endorsement of the content or contributor.