

WOONSOCKET HARRIS PUBLIC LIBRARY PUBLIC SERVICE POLICY

The Woonsocket Harris Public Library strives to offer excellent library services to all. Borrowing privileges and use of our public computers are extended to all who have a valid OSL library card. Non-card holders are allowed in-house use of the facility and all collections. The library has two study/meeting rooms and a large community room available for use by individuals or community groups by appointment. In addition to the quality of the facility and the collection, it is equally important that the library staff provide accurate, efficient, and friendly service at all times.

The library presents this statement of our public service policy in order to inform our users of the level of service the library strives to extend to them, and to direct the efforts of our staff in achieving and maintaining this level of service.

1. The Library should offer the same excellent quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations, or any criteria that may be the source of discrimination.
2. Patrons may expect confidential access to materials and services.
3. The patrons are the library's reason for being and must, in all transactions, be treated courteously, non-judgmentally, and with respect.
4. Staff members should exercise reasonable flexibility in the implementation of library policies. Judgment calls should always be made in the patron's favor.
5. Staff members should be familiar with and able to articulate library policies as well as explain the rationale behind them.
6. When a request cannot be accommodated, patrons should receive a courteous explanation and the offer of alternative solutions whenever possible.