



Minerva Free Library
116 Miller Street
Sherman, NY 14781
Phone: 716-761-6378

Customer Service Policy

Purpose:

To establish the customer service philosophy and standards of the Minerva Free Library. Minerva's staff members serve as the link between customers and the libraries resources and services. Minerva's goal is to provide excellent library service which includes helpful and knowledgeable staff, access to relevant informational resources, and quality facilities.

Policy:

1. Ensure that Library customers consistently receive a high level of service.
2. Select, acquire, and organize sources of information and materials to meet the needs of Library patrons.
3. Be knowledgeable about Library resources, policies and procedures and be able to explain the resources, policies and procedures to patrons.
4. Identify and promote the services that meet the needs of patrons and potential patrons in the community.
5. Refrain from value judgments or opinions regarding the importance of a request or question.
6. Value the diverse community we serve by providing patron assistance without discrimination. We define diversity to include, but not be limited to, persons of varying educational levels, literacy levels, abilities, gender, religion, race, age, national origin, marital or familial status, sexual orientation, income level, and occupation.
7. Maintain the confidentiality of our patrons' transactions and records.
8. Cooperate with community agencies and organizations in an effort to serve the community.

The Board of Library Trustees authorizes the Library Director to establish procedures to administer this policy, and to delegate any and all responsibilities herein to other staff through such procedures.

Board of Directors- Sherman Minerva Free Library

Board Approved- October 7, 2025

The Minerva Free Library reserves the right to modify this policy at any time.