

## Service Policy

Adopted by the Board of Trustees, April 14, 2010

The Pittsburg Public Library strives to offer excellent library service, which includes a quality facility and collection. The library staff provides accurate, efficient and courteous service to all patrons at all times.

The Customer Service Policy of the Pittsburg Public Library is the foundation for all staff interactions with the general public. All other library policies should be interpreted in light of the principles outlined below:

- The library public is entitled to easily accessible library collections in a safe, clean, organized, and appropriate environment staffed with friendly, courteous people.
- The Library offers the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria which may be the source of discrimination.
- Patrons are treated politely and with respect. Confidentiality of patron records and requests shall be maintained.
- Staff members strive to ensure that every staff- patron interaction is a positive experience. Judgment calls are to be made in the patron's favor.
- Patron service takes priority over other duties while a staff member is working at a public service desk.
- All staff members are familiar with library policies.

### Hours of operation

- ◆ The Pittsburg Public Library is open from 9:00AM until 8:00PM on Monday through Thursday, 9:00AM until 5:00PM on Friday and Saturday, and 1:00 until 5:00 PM on Sunday.
- ◆ The library is closed on the following holidays:
  - New Year's Day
  - Martin Luther King Jr. Birthday
  - Memorial Day and the preceding Saturday
  - Independence Day
  - Labor Day and the preceding Saturday
  - Veterans Day
  - Thanksgiving
  - Thanksgiving Friday
  - Christmas Eve Day
  - Christmas Day
- ◆ The library closes at 5:00PM on Thanksgiving and New Year's eves.
- ◆ Library services are available to everyone, under the guidelines of "The Library Code of Conduct." The library circulates material to all Kansas residents who qualify for a library card at no cost. Out-of-state residents may be issued a library card at a yearly cost of \$20.00 per household.

- ◆ Patrons may use the computers in the computer training lab whenever classes are not in session. Computers for children are located in the Youth Service Department.
- ◆ All public computers in the library are filtered in compliance with the Children's Internet Protection Act. The library's "Computer and Internet Use Policy" is posted throughout the library.
- ◆ The library offers a variety of programs for adults and children. The first floor meeting room is available for public use when it is not needed for library programs.
- ◆ The library provides a public bulletin board in the entry, and community residents and groups are encouraged to post items of community interest. Public information brochures and flyers will be displayed in the lobby as space permits.
- ◆ There are two photocopiers in the library, one on each floor. Library staff will make copies for the public. Patrons may receive five free copies from reference books or non-circulating material.
- ◆ A FAX machine is available at the Circulation desk and faxes will be sent and received for the public.

**Procedures:**

- ◆ The computer lab is available to patrons 16 years and older.
- ◆ The public is free to post information on the bulletin board. Staff removes it when it is out of date or if space is needed.
- ◆ The charge for faxes sent to US numbers is \$1.00 per page; outside the US not available. Faxes to 800 numbers will be sent for a total charge of \$1.00. The charge for receiving a fax is fifty cents per page. Faxes will be held for one week and a \$1.00 calling charge is assessed whenever that service is requested.
- ◆ The Web Coordinator publicizes all library closings. Circulation staff alerts patrons of up-coming closings when they check out material.

**Guidelines:**

- Each Gates computer has the full Microsoft Office suite, reference software, four *Magic School Bus* programs and an Internet browser. All the Gates computers can be used with a language other than English or with large print on the screen.
- The meeting room may be scheduled in advance through the Web Coordinator.