

Jefferson County Public Library Board of Trustees Treatment of Patrons Governance Policy 2.1

With respect to interactions with patrons, the Executive Director shall not cause or allow conditions or procedures which are unfair, unsafe, undignified, unnecessarily intrusive, or which fail to provide confidentiality in use of facilities and resources, and a high level of customer service.

Accordingly, he/she shall not:

1. Elicit and maintain patron information for which there is no clear necessity.
2. Collect, review, transmit, store or destroy patron information in a manner that fails to protect against loss of or improper access to that information.
3. Fail to maintain facilities that provide a reasonable level of privacy, both aural and visual, and that are reasonably free from public distraction and disturbance.
4. Fail to maintain the confidentiality of a patron's use of the JCPL and patron record except as required by law.
5. Fail to ensure that patrons receive prompt, courteous service from competent, well-trained staff.
6. Fail to set and convey: the policies for the use and circulation of library materials; fines/charges for damaged or lost items; a fee schedule for non-basic Library services; and policies for the use of bulletin boards and meeting/study rooms.
7. Fail to enforce clearly articulated policies regarding content and control standards for Internet use and safety.
8. Fail to convey that parents, guardians or caretakers are responsible for monitoring the activities and library use, and controlling the behavior of children or other persons requiring supervision during their library visit.
9. Fail to inform patrons, as appropriate, of this policy, and to provide an open, accessible patron comment process.
10. Fail to take appropriate steps to safeguard the safety of library patrons.

Document Review Dates

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