ADMINISTRATIVE POLICY

SUBJECT: Patron-Centred Service

CATEGORY: Human Resources

POLICY CODE: VPL-DGR-HR-017-2019

Objective

This policy sets out expectations for the delivery of both internal and external patron-centred customer service.

Scope

This policy applies to all staff.

Definitions (Optional)

Patron-Centred Service - Patron-centred service is understanding the perspectives and needs of the individual patron, which is key to providing proactive and responsive service. It entails engaging and connecting with each patron’s needs with curiosity, flexibility and empathy.

“Leadership team” includes any staff in a supervisory role.

Policy Statements

We are committed to:

1. Delivering patron-centred service at all times and to the best of our abilities.
2. Proudly sharing the Library’s services and surprising and delighting patrons by exceeding their expectations.
3. Providing a vibrant, welcoming and inclusive space that is open to all.
4. Communicating with patrons in an open, respectful and accessible manner.
5. Respecting patron confidentiality and privacy.
6. Upholding the right to intellectual freedom of all patrons.
7. Being accountable to patrons and staff by following through in a timely manner.
8. Providing information that is relevant and accurate.
9. Ensuring patron-centred service through fostering a work culture that supports innovation and creativity and is progressive, collaborative, and engaged in learning.
10. Recognizing that employees are also patrons and that our treatment of each other will be reflected in how we treat other patrons.
11. Ensuring the leadership team empower staff by inspiring, modelling, coaching and supporting excellent patron-centred service.
Policy Administration Roles and Responsibilities

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibility</th>
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<tbody>
<tr>
<td>Director, Library Experience</td>
<td>Oversees and recommends updates to the policy as required.</td>
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<tr>
<td>Directors Group</td>
<td>Approves the policy, delegates monitoring of adherence of this policy to the Managers Group.</td>
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<td>Managers Group</td>
<td>Oversees the day-to-day implementation of the policy and procedures.</td>
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<tr>
<td>Manager, Information Services</td>
<td>Regularly reviews the procedures relevant to the policy.</td>
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Related Policies

- Code of Conduct (Board Policy)
- Community Engagement Values Statement (Board Policy)
- Diversity and Inclusion Statement (Board Policy)
- Protection of Privacy (Board Policy)
- Collection Development (Board Policy)

Related Procedures

- Circulation Manual
- Information Services Guidelines

Approval History

<table>
<thead>
<tr>
<th>ISSUED BY: Directors Group</th>
<th>APPROVED BY: Directors Group</th>
<th>DATE:</th>
<th>NEW POLICY</th>
<th>DATE OF NEXT REVIEW</th>
<th>REVIEW CYCLE</th>
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