



Customer Service Policy

Approved by the Lawrence Public Library Board of Trustees on 04/20/2026. Next review date: 04/2029.

Purpose

Lawrence Public Library is dedicated to providing a welcoming and inclusive environment. We believe every interaction, whether with a community member or a colleague, is an opportunity to provide helpful, equitable access to information and to support the lifelong learning of our community.

Policy

To ensure an exceptional experience for both patrons and staff, all library employees are responsible for:

- **Professionalism and Approachability:** Offering a welcoming presence and prioritizing needs with kindness. This includes maintaining an approachable, ready-to-help manner and remaining easily identifiable through library-issued identification.
- **Quality of Service:** Providing accurate, proactive assistance and ensuring smooth transitions when connecting individuals to the right resources or departments.
- **Privacy and Confidentiality:** Protecting the personal information of every individual in all verbal and digital interactions.
- **Stewardship:** Managing library time and materials effectively to provide the greatest possible value to our community.
- **Safety and Environment:** Maintaining a secure and comfortable space by staying alert to surroundings.
- **Boundaries:** Engaging with empathy while maintaining professional standards that ensure a respectful and safe environment for everyone.