



## Otonabee – South Monaghan Public Library

Policy Type: **Foundations**  
Policy Title: **Service Excellence**

Policy Number: **FN-07**  
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Year of Next Review: **Jan. 2029**

Chair Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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### Purpose

Otonabee–South Monaghan Public Library is dedicated to delivering exceptional, patron-focused service. We recognize that every staff member contributes meaningfully to service excellence. This policy supports the Library’s mission and provides a framework for staff to serve all patrons in a fair, respectful, efficient, and innovative manner.

### Service Excellence Philosophy

Library staff will be guided by the Library’s Service Excellence Philosophy and will:

- Treat all patrons and colleagues with courtesy and respect.
- Listen attentively and communicate clearly, using inclusive and accessible language.
- Deliver services that are efficient, reliable, effective, and accessible to all.
- Collaborate as a team to strengthen service delivery.
- Adapt services to reflect the diverse needs of the community.
- Provide thoughtful, value-added services that leave a lasting positive impression.
- Welcome ideas and feedback to continuously improve library services.
- Exercise sound judgment and empathy to ensure each patron has a positive experience.
- Safeguard the confidentiality of patron interactions.
- Foster a welcoming atmosphere that instills pride in both patrons and staff.

### Patron Welfare

The Library is committed to offering safe, welcoming access to its spaces, resources, services, and programs.

- The Code of Conduct outlines expectations of behaviour to ensure the safety of patrons and staff, prevent disruptions, and protect Library property.

- Patron confidentiality is always upheld, in accordance with the Library’s Privacy Policy and applicable legislation.
- Parents and caregivers are responsible for supervising the welfare and behaviour of children in their care while in the Library, in accordance with the Child Welfare Policy.

## **Services**

The Library provides collections and services that support literacy, learning, and community engagement. Services are available in person, online, and by telephone. Staff may provide, but are not limited to:

- Reference and referral assistance
- Library orientation, instruction, and resource retrieval
- Interlibrary loan services
- Programming and events
- Outreach initiatives

## **Programs**

Programs are defined as coordinated activities or events that highlight the Library’s role in the community and engage participants in shared learning. All programs will align with the Library’s mission, values, and strategic priorities.

Programs will strive to:

- Promote the use of library services and collections.
- Encourage community connections and support lifelong learning, with emphasis on literacy and technology.
- Offer diverse content that supports education and entertainment, showcasing local history, culture, diversity, technology, and the arts within Otonabee–South Monaghan Township.

Programs are either free of charge, cost recovery or fundraising. They will be clearly defined as such.

Programs may include a materials fee when supplies are needed. To ensure equitable access, complimentary tickets will be offered to patrons who require financial assistance. These programs are intended as educational opportunities and are not designed to generate revenue unless specifically promoted as fundraising events. This policy applies to all Library-organized, co-sponsored, and partnership programs offered to the public.

## **Exclusions:**

This policy does not apply to:

- Events developed for special purposes such as fundraising, donor recognition, or community festivals.
- Programs offered by external organizations renting Library space.

Programs hosted in Library facilities do not imply endorsement of the content or the presenter.

### **Related Documents**

**OSMPL** Privacy, Access to Information & Electronic Messages Under CASL OP-01 Policy

**OSMPL** Collection Development OP-04 Policy

**OSMPL** Circulation and Membership POP-05 Policy

**OSMPL** Code of Conduct (Public) OP-14 **Policy**

**OSMPL** Programming PG-01 Policy