

Amesbury Public Library

Public Service Policy

The Amesbury Public Library strives to offer excellent library services to all of its patrons. The Library is dedicated to achieving this goal through access to a quality collection within its walls and a world of electronic information from outside. The Library staff is committed to providing accurate, efficient and friendly service at all times.

The library offers the same high quality service to all regardless of age, race, sex, nationality, educational background, physical limitations, sexual orientation or any other criteria that may be a source of discrimination.

The needs and requests of library patrons must always be treated seriously and with respect. Equal consideration and treatment will be given to all users in a non-judgmental environment.

Staff members may not accept personal gifts from library patrons or groups unless such gifts are acceptable under Massachusetts Conflict of Interest Law (M.G.L. c. 268A).

Staff members are trained not to offer personal opinions or advice in answer to queries, but to always follow established library practices in responding to patron requests.

Patrons should always be offered alternative solutions or referrals if a staff member is unable to comply with a request, whether due to insufficient resources or library policy.

Staff members should be familiar with and able to articulate Library policies, as well as explain the rationale behind them. Patrons have the right to confer with library management regarding policy at any time.

The Amesbury Public Library is always open to suggestions on how to improve library service.