

Policy Type: **Foundation**

Policy Number: **F-4**

Policy Title: **Customer Service Pledge**

Policy Approved: November 2022
Effective: January 2023 - December 2025

1. PURPOSE

1.1 The Windsor Public Library Board Customer Service Pledge defines how we provide excellent customer service to the community of Windsor, Ontario, Canada.

2. SCOPE

2.1 The Windsor Public Library Board within the meaning of the *Public Libraries Act, R.S.O.1990, C.P44* provides governance and management of public library services in Windsor.

2.2 The Windsor Public Library Board recognizes and endorses the *Municipal Freedom-of-Information and Protection of Privacy Act (MFIPPA), Copyright Act, Canadian Criminal Code, Canadian Charter of Rights and Freedoms, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Accessibility Standards for Customer Service*, and the *Integrated Accessibility Standards*.

2.3 The Windsor Public Library Board endorses the *CLA Statement on Intellectual Freedom, OLA Children's Rights in the Public Library* and *OLA Teen Rights in the Library* statements.

2.4 The Windsor Public Library Board recognizes and endorses the Operating Agreement of December 9, 2015 and the Amending Agreement of March 21, 2017 with the City of Windsor.

3. POLICY

3.1 Windsor Public Library customers are our number one priority.

3.2 The Windsor Public Library Board and staff define excellent library service as:

- a) Welcoming, courteous and efficient;
- b) Respecting our customers, partners, volunteers and peers;
- c) Engaging in timely, direct and honest communications;
- d) A balanced and diverse collection that educates and entertains;
- e) Information services that are prompt, accurate, relevant and confidential;
- f) Encouraging innovation and discovery;
- g) A community gathering place that welcomes everyone;
- h) Sharing our passion for reading, literacy and lifelong learning;
- i) Always smiling and saying thank you