

Poestenkill Library Policies & Procedures

Customer Service Policy

Poestenkill Library trustees and staff do not discriminate and they offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria.

Confidentiality

All interactions and transactions between a library patron or group of patrons and the staff or volunteers of the Library will be considered confidential and will be discussed only in a professional context. (Such matters include, but are not limited to, registration information, materials selection, loan transaction records, reference questions, patron card status, etc.). Any discussion of confidential patron issues should be limited to non-public areas.

Complaints or concerns regarding confidentiality issues should be addressed, in writing, to the Library Director.

Approved by Poestenkill Library Board of Trustees on February 23, 2009