



Policy Type: **Operational**

Policy Number: **OP - 06**

Policy Title: **Customer
Experience Standards**
2026

Policy Approval Date: February 2012
Policy Review Date: March

Purpose

Milton Public Library is committed to providing an excellent library experience for everyone. This policy ensures that all patrons are treated in a consistent manner, contributing to a high level of patron satisfaction for all aspects of library service, at all times.

Scope

This policy applies to all library staff and patrons, whether interacting in person, by phone, online, or in writing. It balances the library's service commitments with expectations for patron behaviour, ensuring a positive experience for all.

What You Can Expect From Us

Milton Public Library staff are committed to delivering professional, knowledgeable, and respectful service. You can expect:

- **Welcoming and inclusive spaces:** Everyone is valued, and services are accessible to all, including those from diverse backgrounds or with different abilities.
- **Patron-focused service:** Staff will provide support with empathy, courtesy, and attention to your needs.
- **Accurate and timely information:** We provide reliable information, guidance, and referrals that is communicated clearly and in a personable manner.
- **Knowledgeable Staff:** Staff receive regular training to stay knowledgeable, skilled, and up-to-date on best practices in customer service, inclusive library programming, and the use of library resources, collections, and technologies to better support patrons.
- **Confidentiality:** Staff should endeavor to keep interactions and transactions between a library patron or group of patrons confidential, adhering to all relevant legislation impacting public library service and policy OP-01 - Confidentiality and the Protection of Privacy.

What We Expect From You

Your library is a shared community space. To ensure everyone has a positive experience, we ask that you:

- **Treat staff and patrons with respect:** Use polite language and behaviour in all library spaces and interactions.
- **Use resources and spaces appropriately:** Use library materials, study and common areas, and equipment for their intended purpose to allow fair access to all.
- **Follow library rules and policies:** This includes MPL's Public Code of Conduct, Space and Room Usage and other related policies.
- **Supervise those in your care:** Ensure children or vulnerable individuals are appropriately supervised at all times.
- **Provide constructive feedback:** We welcome patron feedback through various channels and use it to improve collections, services, programs, and resources.

When patron behaviour is disruptive, unacceptable, or illegal, library staff will take appropriate action. Patrons who do not comply with policies may be asked to leave, temporarily or permanently, depending on the circumstances.