

East Brookfield Public Library

Customer Service Policy

The East Brookfield Public Library strives to offer excellent library services, which includes a warm and welcoming facility and a collection that is varied and current. Successful customer service connects customers to what they need and leaves them satisfied, happy and wanting to return.

The library staff provides friendly, efficient and accurate service to all patrons at all times. It is important to keep in mind that the patron's needs are the staff's ultimate responsibility.

This customer service policy is the foundation for all staff interactions with the general public. All other policies should be interpreted in light of the principles outlined below:

1. The library does not discriminate and offers the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria.
2. Patrons are to be treated politely, promptly, and with helpful attention.
3. Judgment calls are to be made in the patron's favor. If a mistake is made, it should always be to the patron's advantage. We will trust our patrons unless the individual history of a patron has shown us otherwise.
4. If a staff member is unable to comply with a request the patron will be offered an alternative, such as an interlibrary loan request, etc. "I don't know" or "Sorry, I can't help you" are not to be used. Try not to let anyone leave without following through on all possibilities for answering the request.
5. Staff members are familiar with library policies and services and are able to articulate them and to explain the rationale behind them.

Friendly, Helpful Manner

The manner in which a person looks, speaks, and acts conveys an attitude; just as the tone of voice and choice of words affect a message.

It is imperative that every staff/patron interaction be a positive one for the patron. A friendly, helpful manner usually ensures a positive experience even when the message conveyed is not a pleasant one and will ensure that the patron will walk away feeling that their experience with the library has been a positive one.

Each staff member, while at work, is a representative of the library. The impression made on the patron profoundly affects the library's image and on-going support.

Dress Code

Staff will come to work clean and modestly dressed. Shoes are required.

Confidentiality

All interactions and transactions between a library patron or group of patrons and

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.). Staff should remember that discussion of confidential patron issues should be limited, so as not to be overheard.

Approved by the East Brookfield Public Library Trustees

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