

PATTERSON LIBRARY

CUSTOMER SERVICE POLICY

The Patterson Library adheres to the ALA Code of Ethics and is committed to providing excellent customer service for all patrons. The quality of the facility and the collection is enhanced by accurate, efficient, and friendly service. This Customer Service Policy is the foundation for all staff interaction with the public.

The principles of the Customer Service Policy include:

1. A staff member is a representative of the Patterson Library. They shall uphold the library's tradition of courteous, excellent, and efficient service to the entire community.
2. All patrons shall receive the same excellent quality of service without discrimination.
3. All patrons shall be treated with respect, welcomed when they enter and followed up with as needed to ensure that they have been well served.
4. Staff will provide alternative suggestions if a patron's request for materials or information cannot be met instead of just saying "no." Staff will ask another staff member or supervisor for assistance when unable to satisfy a customer request.
5. All staff members shall have access to the Library's policies, and be able to explain each policy and its rationale.
6. Each staff member shall be cognizant of the importance of demeanor, or the manner of looking, speaking, and acting, aware that non-verbal demeanor conveys an attitude by expression and posture as much as tone of voice and vocabulary affect a verbal interaction. It is imperative that each staff-patron interaction be a positive one. Non-work related conversations with other staff members will be kept to a minimum in order to be available to help patrons who need assistance.
7. Staff members present in a service area, whether they are currently scheduled to work in that area or not, will make themselves available to assist other staff members in serving customers.
8. Each staff member shall always act in an ethical manner. To that end, all interactions and transactions will be considered confidential, to be discussed only in a professional context. This includes, but is not limited to: registration information, materials' selection, loan transaction records, and reference questions.
9. All transactions will be in accordance with the policies and procedures/guidelines of the Patterson Library:
10. Staff members will not offer a personal opinion or advice in response to non-library related questions asked by a patron
11. Staff members will not comment on topics or materials requested by a patron
12. Staff members will handle complaints with an open mind and try to see the problem from the patron's point of view. They will contact their supervisor or director when appropriate.