

CRAWFORD COUNTY LIBRARY

Policy Manual

Policy No. 408

Subject: Customer Service

Patrons are why we're here. To the end of making their experience enjoyable and making the staff's job and that of volunteers manageable, the following policy has been put in place. The most important thing any of us can do is to help another person. Staff members and volunteers should do their best to drop whatever they are doing and focus entirely on the person at the desk. They should offer to walk patrons over to the computer sign-in sheet or out into the stacks in search of a book or instead of just giving directions. Staff members and volunteers must remember some people find libraries confusing. The last thing many want to do is have to ask for help. The staff's prime responsibility is to make the public's visit to the library pleasant and productive. Staff members and volunteers are expected to give patrons a smiling, pleasant face, a listening ear, and a caring heart.

1. People are not an interruption to our work, they are our work.
2. Every library patron deserves to be treated with the same consideration, kindness and respect.
3. Time permitting, walk patrons to the answer.
4. What patrons check out, look up, and ask about is confidential and should not be shared in conjunction with their name or any connecting information.
5. Help people to use the catalog, place their own holds, set up email, scan and send pictures, and do other technical tasks. Remind them that we cannot always do this for them.
6. People at the library in person always take precedence over phone calls. Let voice mail get calls that come in the middle of helping someone. Limit your time on the phone to five (5) minutes per call.
7. If the task cannot be completed in under ten (10) minutes, offer to take their contact information and arrange for additional help, i.e. a computer tutor or reference appointment.
8. Smile and say "hello" to people entering the library or approaching you. Offer to help.
9. Smile, say "hello," and offer to help people in the library who appear lost or confused.
10. No matter what you are working on, pay attention to what is going on around you and to people who may need help.

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11. All patrons should be respectful and considerate of staff. Remind those who are not about our behavior policy. Feel free to give them a warning.

12. Use your best judgment in all situations. This policy is a guide, not a hard and fast set of rules.

Remember, you have the ability to choose your own attitude. Choose to make this a great place to work and an amazing place to visit. Have fun with your work. Make the patron's day by involving them in the fun and let them know they are always welcome and encouraged to explore library collections and services. Be completely present in each interaction with others, patrons, other staff members and volunteers. Pay total attention to the person in front of you, putting off other thoughts and worries until another time.

ADOPTED: November 13, 2003

REVIEWED:

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