



# SCOTT COUNTY PUBLIC LIBRARY



## Customer Service Policy

Revised: 09/2018

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The Scott County Public Library strives to offer excellent library services to all citizens in its service area. In addition to the quality of the facility and the collection, it is equally important that the library staff provides accurate, efficient and friendly service at all times to all people. The patron, as taxpayer, is the customer to whom the staff is ultimately responsible.

The customer service policy of the Scott County Public Library is the foundation for all staff interactions with the general public. All other library policies should be interpreted in light of the principles outlined below.

- The library offers the same quality of services to all patrons regardless of age, race, sex, nationality, educational background, physical limitations, religious affiliation or any other criteria, which may be the source of discrimination.
- Library staff will treat every patron with equal respect and every request with equal importance. Patrons are the reason the library exists.
- Judgment calls are to be made in the patron's favor. Staff members will not be penalized for errors made in good faith in pursuit of this policy.
- If a staff member is unable to comply with a request, the patron will be offered an alternative, such as an interlibrary loan, referral to another agency, etc.
- Staff members should be familiar with library policies and should be able to articulate them as well as explain the rationale behind them or direct them to someone who can.

### DEMEANOR

The impression made on our patrons profoundly affects the library's image and ongoing support. Each staff member, while at work, is a representative of the library, and is therefore expected to conduct oneself in a manner that is consistent with the library's mission and policies. Staff members should remember while not at work, the general public would still view them as a library staff member.

It is imperative that every staff/patron interaction be a positive one for the patron. A friendly helpful demeanor usually ensures a positive experience, even when the message conveyed is not a pleasant one. Thus, it is essential to remember that 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.

### ETHICS

The needs and requests of the library patrons must always be taken seriously and treated with respect. Equal consideration and treatment will be given to users within established guidelines and a non-judgmental environment.

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 to non-public areas.