

Customer Service

Purpose

In fulfilling its mission, the Robbins Library strives at all times to provide excellence in customer service. Excellence in customer service means that educated and knowledgeable staff is ready to assist patrons in finding the materials and services they want and need. Excellence in customer service also means that the staff will try to offer services in a fair manner that treats everyone with courtesy and respect and asks for courtesy and respect in return. The Customer Service Policy is the foundation for all staff interactions with the public.

Policy

1. Library staff should offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria which may be the source of discrimination.
2. Courtesy and attention to the needs of the library user will be the key to all interactions.
3. Library staff will treat every patron with equal respect and every request with equal importance.
4. Staff will be flexible in meeting library patrons' needs. Whenever possible, judgment calls will be made in the patron's favor.
5. Skilled library staff will use their knowledge of library resources to fulfill requests in a timely manner or else present alternatives when requests cannot be met immediately.
6. Library policies and procedures exist to make library resources available on an equitable basis. Staff members should be familiar with and be able to articulate Library policies as well as explain the rationale behind them. If anyone has a question about why the library has a policy or if the purpose of a policy is not understood, an explanation should be provided or else referred to a supervisor or the director of the library.
7. The ultimate goal of library service is to meet library patrons' expectations for service while fulfilling the library's mission. Any comments are welcome regarding how well those expectations are being met.

Ethics

Library staff recognizes the confidentiality rights of library patrons. As a result, library staff will not reveal the identity of people using library materials to a third party nor will library staff reveal the items checked out on another patron's card.

All interactions and transactions between a library patron or group of patrons and the library will be considered confidential and will be discussed only on a professional context (such matters include, but are not limited to, registration information, materials selection, loan transaction records, reference questions, etc.)

Staff members will not offer personal opinions or advice in answer to queries, but will always follow established library practices.

Adopted by the Board of Trustees 12/14/04

Amended 4/13/10