

NORWELL PUBLIC LIBRARY

Customer Service Policy

Policy Statement: The Customer Service Policy of the Norwell Public Library serves as the foundation for which all staff interactions transpire with the general public. The Norwell Public Library strives to offer excellent library services, which include a quality and welcoming facility and a collection that is valid and current. Successful customer service connects patrons to what they need, but also leaves them satisfied, and eager to return again.

GUIDING PRINCIPLES

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 his/her experience with the library has been a positive one.

Every 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.

GUIDELINES

- The library's staff will provide friendly, efficient and accurate service at all times.
- 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.
- Patrons are to be treated politely, promptly, and with careful consideration.
- Judgment calls are to be made in the patron's favor. If a mistake is made, it should always be made to the patron's advantage. Let's trust our patrons unless their individual history has shown that they are not trustworthy.
- Try not to let anyone leave the library without following through on every possible avenue for answering the request.
- Staff members are familiar with library policies and services and are able to articulate them and to explain the rationale behind them.
- A patron is the most important person in this library- in person or by mail.
- A patron is not dependent on us; we are dependent on him/her.
- A patron is not an interruption of our work; he/she is the purpose of it.
- We are not doing a favor by serving him/her. He/she is doing us a favor by giving us the opportunity to do so.

Adopted 3/1/06

