

CUSTOMER SERVICE POLICY

Purpose

In fulfilling its mission, the Appleton Public Library ~~strives at all times to~~ will provide excellent ~~in~~ customer service to all individuals in accordance with existing City of Appleton policies. ~~regardless of age, race, ethnicity, religion, gender, sexual identity, gender identity, physical limitations, social or economic status, or any other criteria. Hospitable, educated and knowledgeable~~ Community-focused and knowledgeable staff members provide ~~assist patrons in finding~~ the materials and services ~~they~~ our patrons want and need. ~~Staff offers services in a fair and professional manner that treats everyone with courtesy and respect and asks for courtesy and respect in return.~~ The Library cares about patrons and seeks to give each person attentive service.

Policy

Guidelines and General Rules.

1. Library staff will ~~treat~~ acknowledge every patron appropriately, treating them with equal respect and every request with equal importance.
2. ~~Courtesy and attention to the needs of the library user will be the key to all interactions. Staff will try to be flexible in meeting library patrons' needs. Whenever possible, judgment calls will be made in the patrons' favor.~~ Library staff seek out ~~the~~ innovative approaches to serve our customers in the best ways possible.
3. Skilled 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.
4. Staff members are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling that their experience with the Library has been a positive one.
5. Library policies and procedures exist to make library resources available on an equitable basis:

- If a patron questions a policy or if the purpose of a policy is not understood, staff should provide an explanation or else refer the patron should to the ~~LL~~Librarian in Charge, a supervisor, the Library Assistant Director or Library Director. The business cards of supervisors and the Assistant Director are available at all service desks.
- ~~Staff~~ The Library recognizes the need to enforce policies -and procedures-~~and that some patrons may find this disagreeable~~. Staff will be patient, respectful and helpful even when being firm about library rules.
- The library reserves the right to limit the number of questions or amount of time a staff member can spend helping individual patrons. Monopolizing the time of staff or otherwise interfering with staff members' performance of duties is not allowed and may be subject to restrictions up to and including permanent restriction from the library and criminal charges in accord with the library's Security and Safety Policy.

6. 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.

7. Library staff will seek to meet ~~library~~ patrons' expectations ~~for service in fulfilling the library's mission~~. Any comments are welcome ~~regarding how well those expectations are being met~~. Patrons can expect complaints and problems to be addressed within 48 hours, whenever possible.

8. The Library supports high standards of customer service through a plan of employee training, leadership development and opportunities for customer input.

~~7. During interactions with library staff, patrons can expect to:~~

- ~~• Be acknowledged appropriately~~
- ~~• Be treated courteously and respectfully~~
- ~~• Be valued for their input~~
- ~~• Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or other criteria~~
- ~~• Receive prompt and timely service~~
- ~~• Receive knowledgeable service and professionalism from all staff~~

~~• Have their privacy and confidentiality respected~~ Patrons can expect a clean and safe building.

Approved: 1/08. Amended: 11/17