

Gilford Public Library
Customer Service Plan

We strive to offer excellent library services to all and will communicate and cooperate with other community agencies and organizations. It is essential that the library staff provide friendly, efficient and accurate assistance at all times. Good customer service is the foundation to all other library services. All other policies should be interpreted considering the principles outlined below.

- We offer the same quality of services to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be a source of discrimination.
- Patrons will be treated in a friendly and helpful manner. If possible, judgement calls are to be made in the patron's favor. Each staff member will remember that he or she is a representative of the library during work hours and as such, shaping the library's image by his or her manner and actions.
- Patrons will always be offered an alternative solution if a staff member is unable to comply with their request.