

## Gilford Public Library Customer Service Plan

The library strives 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 provides friendly, efficient and accurate assistance to all patrons at all times. Good customer service is the foundation to all other library services. All other policies should be interpreted in light of the principles outlined below.

- The library offers 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. 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 if a staff member is unable to comply with their request.

### Staff Procedures

- Serving patrons at the desk takes precedence over responding to an incoming phone call. Let another staff person answer the phone, ask the caller to hold, or take the number and call back when you are through serving the patron in front of you.
- If there will be a lapse of time before you can obtain information for a telephone customer, ask the patron if you can call back.
- Smile, greet and make eye contact with the patron. If you are busy with another person, acknowledge the person who is waiting and explain that you will help them as soon as you can.
- Look up and around periodically. Being helpful to patrons is the highest priority.
- When a patron has a complaint, listen in a courteous and non-judgmental manner. Acknowledge the complaint and refer to the appropriate library policy. When necessary, refer the patron to the Assistant Director or Director.
- When a patron voices concern or disapproval of a library resource, hand them the Patron Request for Reconsideration form located in the front desk drawer or online.
- In the event of an accident, obtain the person's name, address and telephone number. Refer to the Emergencies Policy. Notify the Assistant Director or Director as soon as possible and fill out Incident Report Form located in front desk drawer or online.
- Keep your voice low when in public areas and talking on the telephone.