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4.9 Customer Service Policy

The Emmetsburg Public Library strives to present consistent, high quality customer service at all times and at all points of interface with the public. Furthermore, the library asserts that it does not alter its customer service expectations as pertains to any group of individuals, i.e., the library strives to achieve the same level of customer service regardless of the age, race, nationality, educational background, physical condition of the patron being served, or for any other factors.

All library staff members are expected to be capable of providing a high level of customer service to library patrons. They are expected to be able to courteously, tactfully, and efficiently refer the patron to another staff member when they are not able to do so.

All library staff should wear their name badges (provided by the library) at all times when working in the library, and when representing the library in public.

All library staff should observe the dress code found elsewhere in this policy manual at all times when working in the library, and when representing the library in public.

Staff members assigned to work the public service desk may work on other tasks while at the desk, but they must be mindful that attention to the public is their first priority and should not leave the desk to perform other duties unless they have arranged with another staff member to watch the desk.

With the public service desk being covered, all library staff members are encouraged to walk among the public and offer assistance.

Staff members assigned to work the public service desk are expected to assist patrons with the public library copier/printer/scanner/fax machine. For assistance with the college coin-operated copier, the public library staff may only provide rudimentary assistance. Disabling the coin-operated mechanism shall not be included in these services except when the material to be copied is a non-circulating journal or reference book from the college library collection.

All library staff members are expected to balance the amount of service they provide each patron in particular regard to how many patrons are waiting to be served in person and on the telephone. Deference is given to patrons in person over those on the telephone or online.

The library cannot be expected to own all items that are sought by its patrons; however, the capabilities of interlibrary loan are extensive, and as such, it is expected that library staff members will offer it to all patrons who seek materials not found in the library's collection.

As the library expects staff members to observe these guidelines at all times, staff members are encouraged to inform the director

in the event that a staff member is not in compliance with this policy.

The public may be periodically or continually surveyed about their customer service experience at the library.

Any complaints will be referred to the director. The library director will handle complaints on a case-by-case basis, and the incidents may be reflected on the employee's annual evaluation.

From time to time, at the library director's discretion, library staff members may be recognized for outstanding customer service.

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