

# Pembroke Public Library

## Customer Service Policy

- I. Purpose**
- II. Friendly, Helpful, and Accessible Staff**
- III. Confidentiality and Ethics**

### I. Purpose

- a. The Pembroke Public Library strives to offer excellent library services, which includes a quality and welcoming facility. Successful customer service connects patrons to what they need and leaves them satisfied, happy, and eager to return to the Library. The Customer Service Policy of the Pembroke Public Library is the foundation for staff interactions with patrons.

### II. Friendly, Helpful, and Accessible Staff

- a. Each staff member, while at work, is a representative of the Library. The impression made on our patrons by our staff profoundly affects the Library's image and ongoing support. To provide a positive image:
  - 1. Staff members will deliver accurate, friendly, and conscientious service to ensure the best experience for each patron.
  - 2. Staff are empowered to make decisions balancing an individual patron's needs with the overall needs of all Library patrons.
  - 3. Patrons are to be treated politely, promptly, and with helpful attention.
  - 4. Patrons will be assisted on a first come, first served basis.
  - 5. Staff will wear name tags so that patrons can identify them as Library staff.
  - 6. The Library supports free, equal, and unrestricted access to collections and services for all. Staff will enable our patrons to use the Library's resources and equipment by offering knowledgeable service and friendly assistance.
  - 7. 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.

### III. Confidentiality and Ethics

- a. All interactions, transactions, and information exchanged between staff and patrons or between groups of patrons and the Library will be considered confidential and will be discussed only in a professional context in nonpublic spaces.
- b. The needs and requests of Library patrons are always to be taken seriously and treated with respect. Equal consideration and treatment is given to all patrons in a non-judgmental environment.
- c. A patron with complaints about the service received or about any Library or network policy shall be referred to a senior staff member or to the Library Director. If neither are available at that time, contact information will be exchanged and staff will inform supervisors so the complaint may be addressed in a timely manner.

**Approved and Voted by the Trustees January 18, 2023.**