

CUSTOMER SERVICE'S POLICY

The Seekonk Public Library strives to offer excellent library services to all. In addition to the quality of the facility and the collection, it is equally important that the Library staff provide accurate, efficient and friendly service at all times.

The Customer Service Policy of the Seekonk Public Library is the foundation for all staff interactions with the general public. All other Library policies should be interpreted in the light of the principles outlined below.

1. The library should offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria that may be a source of discrimination.
2. Patrons should be treated as if they are the most important people in the world. They are!
3. Judgment calls should always be made in the patron's favor. If you make a mistake, it should always be to the patron's advantage.
4. Patrons should never be left without an alternative or an explanation if a staff member is unable to comply with their request.
5. Staff members should be familiar with and able to articulate Library policies as well as explain the rationale behind them.

Demeanor

Demeanor is defined as: The way a person looks, speaks and acts; one's manner of behavior toward others; a personal mode of expressing attitude. Non-verbal demeanor conveys attitude via facial expression and posture just as tone of voice and choice of words affect a verbal message.

In public service institutions such as the Library, it is imperative that every staff/patron interaction is a positive one for the patron. A friendly, helpful demeanor can often ensure a positive experience even when the message conveyed is not a pleasant one.

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 staff member has been a positive one.

Each staff member, while at work, acts as a representative of the Seekonk Public Library to each person or group with whom she or he comes in contact. The impression made on the patron profoundly affects the Library's image.

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Approved 4/26/2006