

Customer Service

The Patrick Heath Public Library welcomes all, regardless of age, education, race, ethnicity, language, religion, gender, sexual orientation, income, political affiliation, physical limitations, geographic barriers, or any other criteria that may be a source of discrimination. We stand by the belief that excellent customer service and mutual respect are integral to our interactions with the community. The library endorses high standards of customer service in every interaction, no matter what form it takes. The library supports high standards of customer service through a plan of employee training, leadership development, and opportunities for customer input.

Staff will verbally acknowledge guests and inquire how they can help at all service points in the library.

Guests can expect to:

- Receive consistent high standard of service free of discrimination.
- Be acknowledged with eye contact and a smile.
- Be treated courteously and respectfully.
- Be valued for their input.
- Receive responsive, community-oriented service.
- Receive prompt and timely service.
- Be treated to professionalism from all staff and quick direction to more knowledgeable staff when necessary.
- Have access to traditional and innovative resources and instruction in their use.
- Have their privacy and confidentiality respected.

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