Customer Service

The Patrick Heath Public Library welcomes and will offer the same consistent high standard of service to all patrons, 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.

Behavior

- Courtesy and attention to the needs of the library patron will be the key to all interactions. Patrons will be treated courteously, respectfully, politely, and promptly.

- Staff will acknowledge patrons with eye contact and a smile at all service points in the library.

- All interactions between the library and patrons will be considered confidential and will be discussed only in a professional context.

- Staff recognizes the need to enforce policies and procedures and that some patrons may find this disagreeable. Staff will be professional, patient, and respectful even when being firm about library rules.

Assistance

- Staff will use their knowledge of library resources and policies to provide responsive community-oriented service or to direct patrons to more knowledgeable staff when necessary.

- The library’s goal is to meet patron expectations for service while fulfilling the library’s mission. Any comments or suggestions regarding how well these expectations are being met or how the library can improve are welcome.

- Staff will not page patrons except in special situations such as an emergency. If, in the opinion of the staff member, a critical situation exists, efforts will be made to contact the patron and convey a message. Library staff utilizes the paging system daily to remind patrons of closing times and provide other pertinent information.
Library phones are intended for library business and generally not for public use. Exceptions are made if a patron does not have a telephone. Patrons may utilize the phones at any service desk to make transportation arrangements if the call time is kept to a minimum. The staff in the Youth Services Department and in the Young Adult Services Department will attempt to transmit messages to children from a parent or guardian who calls with a reasonable request.

Last review or revision: January 11, 2024
Paging Patrons and Telephone Use incorporated into policy on January 11, 2024
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