APPLETON PUBLIC LIBRARY

CUSTOMER SERVICE POLICY

PURPOSE

In fulfilling its mission, the Appleton Public Library will provide excellent customer service to all individuals in accordance with existing City of Appleton policies. Community-focused and knowledgeable staff members provide the materials and services our patrons want and need. The library cares about patrons and seeks to give each person attentive service.

POLICY

1. Library staff will acknowledge every patron appropriately, treating them with equal respect and every request with equal importance.

2. Library staff seek out innovative approaches to serve our customers in the best ways possible.

3. Skilled staff will use their knowledge of library resources to fulfill requests in a timely manner or else present alternatives when requests cannot be met immediately.

4. 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 has been a positive one.

5. Library policies and procedures exist to make library resources available on an equitable basis:

    a. If a patron questions a policy or if the purpose of a policy is not understood, staff should provide an explanation or else refer the patron to the librarian in charge, a supervisor, the library assistant director or library director. The business cards of supervisors and the assistant director are available at all service desks.
    b. The library recognizes the need to enforce policies and procedures. Staff will be patient, respectful and helpful even when being firm about library rules.
    c. The library reserves the right to limit the number of questions or amount of time a staff member can spend helping individual patrons. Monopolizing the time of staff or otherwise interfering with staff members' performance of duties is not allowed and may be subject to restrictions up to and including permanent restriction from the library and criminal charges in accord with the library's Security and Safety Policy.

6. All interactions and transactions between a library patron or group of patrons and the library will be considered confidential and will be discussed only in a professional context.

7. Library staff will seek to meet patron expectations. Any comments are welcome. Patrons can expect complaints and problems to be addressed within 48 hours, whenever possible.

8. The library supports high standards of customer service through a plan of employee training, leadership development and opportunities for customer input.

Approved: 1/08. Amended: 11/17.