

CUSTOMER SERVICE POLICY

In fulfilling its mission, the Pekin Public Library strives at all times to provide excellence in library services, which includes a quality and welcoming facility and a collection that is varied and current. Successful customer service connects customers to what they need, but also leaves them satisfied, happy, and eager to return again to the library.

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

The library offers the same quality of service to all patrons, regardless of age, race, sex, sexual orientation, nationality, educational background, physical limitations, religious affiliation or any other criteria, which may be the source of discrimination.

- Library staff will treat every patron with equal respect and every request with equal importance. Patrons are the reason the library exists.
- Judgment calls are to be made in the patron's favor. If a mistake is made, it should always be to the patron's advantage. Many of the library procedures are the ideal. Sometimes in order to satisfy patrons, staff may have to "bend" the rule. Staff members will not be penalized for errors made in good faith pursuit of this policy.
- The library strives to be the community's information center. Staff will make every reasonable effort to locate information for a patron. Staff may use phrases such as:

"I don't know, but I'll find out for you."

"I don't know, but I can put you in touch with someone who may know."

"We don't have that material here, but can I get it for you from another library?"

- Library policies and procedures exist to make library resources available on an equitable basis. If anyone has a question about why the library has a policy or if the purpose of a policy is not understood, an explanation should be provided or else referred to a supervisor or the director of the library.

Demeanor

The impression made on our patrons profoundly affects the library's image and on-going support. Each staff member, while at work, is a representative of the library, and is therefore expected to conduct oneself in a manner that is consistent with the library's mission and policies.

It is imperative that every staff/patron interaction be a positive one for the patron. A friendly helpful demeanor usually ensures a positive experience, even when the message conveyed is not a pleasant one. Thus, it is essential to remember that the manner in which a person looks, speaks, and acts conveys an attitude, just as the tone of voice and choice of words affect a message.

Ethics

The needs and requests of the library patrons must always be taken seriously and treated with respect. Equal consideration and treatment will be given to users within established guidelines and non-judgmental environment.

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. (Such matters include, but are not limited to: registration information, materials selection, loan transaction records, reference questions, patron card status, etc.). Staff should remember that discussion of confidential patron issues should be limited to non-public areas.

Adopted August 18, 2003