

JOHN A. STAHL LIBRARY

Customer Service Policy

The John Stahl Library strives to offer excellent library services, which includes a quality facility and collection. The staff strives to provide accurate, efficient and courteous library service to all customers in light of the principles outlined below. The Customer Service Policy of the John Stahl Library is the foundation for all staff interactions with the general public.

Library staff offers the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria, which may be the source of discrimination.

Customers are treated politely and with respect.

Judgment calls are made in the customer's favor.

Customers should always be offered alternative solutions or referrals if a staff member is unable to comply with a request.

Staff members should be familiar with library policies.

Staff members should smile and greet customers.

Serving the customer takes precedence over responding to an incoming phone call.

In the event of an accident involving a customer or employee on the job, staff will obtain the person's contact information as well as a description of the accident. If possible obtain the same information from witnesses.

All transactions at the public desk are confidential. Keep your voice low when in public areas and talking on the telephone. Discussions with customers are confidential.

Answer the phone in a pleasant manner. Identify the Library and yourself.

Try not to point with your fingers. Unless there is a line of customers waiting for service, escort the customer to the appropriate area or find another staff member to do so. Do not leave the customer to fend for her/himself.

Each staff member acts as a representative of the John Stahl Library to each person or group with whom she/he comes in contact. The impression made on the customer profoundly affects the library's image.

Approved by the John A Stahl Library Board on May 23, 2022