

## **MILLBURY PUBLIC LIBRARY CUSTOMER SERVICE POLICY**

The staff of the Millbury Public Library believes that our patrons must come first. Each person who comes to the library with a recreational, informational or educational need is treated with respect and courtesy. Our goal is to meet patron's service needs as fully and quickly as possible and to make all of their contacts with the library successful, pleasant and positive. To assure that we meet this goal we strive to provide excellent patron service and do our best to carry out our patron contacts in the ways described below.

Library staff members also treat one another with the same respect and courtesy as occurs in their interactions with the public. We are each others "internal patrons" and in our contacts we are committed to provide the highest level of satisfaction.

### **POSITIVE COMMUNICATIONS**

Communications with patrons, whether in person, by phone, or in writing are polite and pleasant with library staff treating patrons as each of us would like to be treated. Patrons are greeted professionally and pleasantly.

Every patron is an individual whose needs for service are respected. When patrons arrive at a service desk and the available staff members are assisting others, staff members will acknowledge the presence of the waiting individual as soon as possible.

Excellent and proven listening techniques are used during all patron/staff interactions. These include: maintaining eye contact; respecting the patron's personal space; patiently and politely listening to and hearing the question or service need; refraining from interrupting or forming conclusions until the patron is finished; and showing genuine interest in the patron's need as it is expressed. Staff will provide assistance using as little library terminology as possible. When we do need to use library terminology, we explain what it means to the patron.

At the end of a contact with a patron, library staff members will acknowledge and thank the person for using the library thereby ending the contact on a positive note.

### **SUPPORTING PATRONS' AND CO-WORKERS' NEEDS**

Library staff members accept each person who comes to or contacts the library as an individual. We meet people's needs regardless of race, religion, ethnicity, disability, age or other individual differences. We support people's abilities and anticipate their difficulties to help them get maximum benefit from the library. Staff members are respectful of patrons' questions and avoid intruding on their privacy.

## **RESPONSIVENESS**

Staff members work together to respond to patrons' requests and maintain a positive service environment. We are responsive to patrons and to each other as individuals. All staff will strive to give every request the time it needs to achieve a full answer. Interviews with patrons or co-workers making the request are thorough and complete to get to the core of the question. Library staff members strive to make sure the information given to a patron or co-worker is completely accurate. Staff members are creative in seeking answers. We attempt to follow-up with patrons to provide additional information or clear up questions. When desk coverage allows, staff members move out from behind service desks and take patrons to the needed material or to a computer to assist in a search.

Library staff members anticipate patrons' needs, as well as respond to their requests. To assure that people get the help they need to use the library successfully we are alert to patrons who appear to be looking for something or having difficulty with library equipment. As time permits, we will check with such patrons and offer help. We are flexible in carrying out our work to insure that patron service is the most important thing we do.

When members of the public ask for a staff member's first name, it is given.

Library staff members are alert to the needs of people with disabilities and offer assistance as it appears to be needed or is asked for. This may entail a level of assistance in using library materials and equipment beyond that normally provided to library patrons.

Staff members respect individual differences and diversity among their co-workers. We have pride in our work and the excellent service we provide-that pride inspires us to support one another fully, meet our obligations to other staff members on time and with courtesy. Each of us does our part to be sure our colleagues can successfully carry out their responsibilities.

## **RELIABILITY AND CREDIBILITY**

Staff members are reliable-we keep our word, fulfill commitments made to patrons and one another; carry out our work accurately and completely. Patron's questions and information needs are always answered, even if it requires looking later for the answer and getting back to the patron or referring the person to another library.

We are honest and trustworthy in our dealings with patrons and co-workers.

## RESPONSES TO OFF-SITE SERVICE REQUESTS

Telephone calls, electronic inquiries, and written requests are answered promptly. The telephone should be answered "Millbury Public Library, may I help you?" by all staff.

Telephone inquiries are answered by the first staff member taking the call whenever possible. When the caller must be placed on hold or forwarded to someone else, this is done courteously and with an indication of where the call is being forwarded to or how long the caller can expect to be on hold.

Written inquiries and messages from patrons are returned as soon as possible with every effort to do so on the same day. We use our judgment as to whether telephone, electronic mail or regular mail contact is most appropriate for a particular message or to let a patron know how long it will be before an answer can be provided.

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### COMPETENCY

Staff members take initiative in getting training and professional development. We need to be current in our knowledge of public library service trends in general and of new developments at the Millbury Public Library in particular. We are able to explain, in general terms, the services that are available throughout the library.

Library staff is encouraged to be readers and users of library materials. We strive to be aware of the contents of the collection in order to be able to provide guidance to patrons in selecting materials.

### SECURE ENVIRONMENT

Library staff members will attempt to provide an environment safe from danger or risk, an environment in which all patrons and staff members can feel secure. Safety of public and staff is the first priority in an emergency or crisis situation. We recognize the need to inform supervisory staff immediately in such a situation and then focus on assuring a safe and calm environment for the public. Staff members should use their best judgment to determine where to get help in every situation, and not hesitate to dial 911.

Library staff members are not responsible for minor children at the library and will assist unattended children eight or under in finding parents or caregivers.

Staff members expect to be treated courteously by patrons and each other. Contacts should be respectful, and if they are not supervisory or administrative intervention should be requested.

### CONFIDENTIALITY

The Millbury Public Library cannot reveal borrowing records or reserve records to any person

other than the owner of the library card. This applies to the release of information to the parents of minors when the minor has his or her own library card. Massachusetts General Laws Annotated and an interpretation of the law by the Supervisor of Public Records of the Commonwealth are referenced in the policy.

#### COLLECTION DEVELOPMENT

The library selects materials based on established criteria. It does not censor materials. The Millbury Public Library upholds the American Library Association Library Bill of Rights, The Freedom to Read statement, and The Freedom to View statement.

#### INTERNET

The library connects to the internet but does not control or monitor access to material that may be accessible at internet sites. This policy is in agreement with the ALA Library Bill of Rights and a supplemental document, Access to Electronic Information, Services, and Networks.

#### HARASSMENT

The Town of Millbury fosters mutual respect among all employees and provides them with a professional work environment free of any form of intimidation or harassment. The town's Harassment Policy explains that the town will not tolerate any form of harassment of its employees or the public.

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Adopted by Millbury Library Board of Trustees, August 19, 2003.