

CUS-1 CUSTOMER SERVICE [APPROVED 11-16-05]

Policy Statement:

It is the goal of the Hingham Public Library to provide outstanding service to its patrons on a consistent basis.

Definition:

Outstanding customer service means that staff are knowledgeable, courteous, welcoming, friendly and assist patrons in accessing and obtaining the materials, information and services they are seeking. Outstanding customer service requires that staff possess the necessary technical skills and competencies, a passion for excellence, strong interpersonal skills, self-motivation, flexibility, a cooperative attitude, enthusiasm and initiative.

Regulations:

The elements which inform and guide the staff's approach to customer service are based upon the principle that Library patrons are their first priority and their satisfaction is uppermost in interactions with patrons.

Practices:

In order to provide outstanding customer service, staff will:

1. Insure that every patron receives service without regard to their race, color, religion, natural origin, gender, sexual orientation, age or disability.
2. Greet every patron promptly and in a friendly manner, make eye-contact, smile, and speak with respect and courtesy throughout the interaction.
3. Approach patrons in a welcoming manner to offer assistance as needed.
4. Whenever possible, present alternatives to patrons when requests cannot be accommodated immediately.
5. Keep interactions and transactions with patrons as confidential as feasible and act with high discretion in such matters.
6. Take the needs and requests of each patron seriously and offer appropriate service on an equitable basis.
7. Refer patrons to a supervisor or the Library Director when a policy or procedure needs clarification or special handling.
8. Refer patrons to staff with the appropriate expertise and responsibility to provide the most complete and informed response to their inquiry.
9. Keep all service areas clean, neat and well organized.
10. Report computer problems in a timely way to your supervisor or the Library Director.