

West Hartford Public Library

POLICY MANUAL

Title: Customer Service Policy

Adopted by the Library Board, June 18, 2018

Excellent customer service is the top priority of the library. All library customers will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social or economic status.

1. Staff members are responsible for providing the best customer service possible and are empowered to make decisions that will assure the best experience for each customer while balancing the needs of the individual with the overall needs of library customers throughout the community.
2. When answering the phone, a library employee will identify him- or herself and the department in which (s) he works. All staff will wear name tags so that customers can recognize them as library employees.
3. Staff will assist customers on a first come, first served basis to the extent possible without infringing on the service needs of other customers.
4. Staff members will assist customers in the use of library resources and equipment to ensure their success. Staff members are not permitted to fill out or create non-WHPL applications, forms or documents that contain personally identifiable information on behalf of a patron.
5. In cases where the library's resources are not sufficient to meet customer demand, staff will offer interlibrary loan service or refer customers to other libraries. Whenever possible staff will contact the agency to which a customer is being referred to ensure that the information, material or equipment needed is available.
6. A customer with complaints about the service received or about library policy shall be referred to the senior staff on duty at the time or to the library director. The business cards of senior staff and the library director are available at all service desks.