

Ontario Public Library

Policy 1060

CUSTOMER SERVICE FOR MEMBERS AND VISITORS

Purpose and Scope

The Ontario Public Library seeks to provide services in a congenial and supportive environment. Quality service is a top priority. All library visitors will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, social, or economic status.

Requirements

1. Staff members are responsible for providing the best customer service possible and are empowered to make decisions that will ensure the best experience for each customer while balancing the needs of the individual with the overall needs of library customers.
2. When answering the phone, a library employee will identify him or herself. All staff will wear name tags so that customers can recognize them as library employees.
3. Staff will assist visitors on a first come, first served basis to the extent possible without infringing on the service needs of other visitors.
4. Staff members will enable successful library use by assisting members and visitors with the library's resources and equipment.
5. In cases where the library's resources are not sufficient to meet customer demand, staff will offer information on other services or organizations with more appropriate resources. Whenever possible staff will contact the organization to which a person is being referred to insure that the information, material or equipment needed is available.
6. Anyone with complaints about the service received or about library policy shall be referred to the Clerk-in-Charge at the time or to the Library Director (See Pt. 1 above). The business cards of the Library Director and the Library Assistant are available at the circulation desk.