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Free Library of New Hope and Solebury

**Customer Service Policy**

Customer Service

**Policy Statement**

The Free Library of New Hope and Solebury seeks to offer excellent library services. The staff works hard to provide accurate, efficient and courteous library service to all customers in light of the principles outlined below. The Customer Service Policy is the foundation for all staff interactions with the general public. All library policies are interpreted in light of the principles outlined below:

* The Library offers the same quality of service to all regardless of age, race, gender identity, nationality, educational background, sexual preference, physical limitations, or any other criteria which may be the source of unfair or illegal discrimination
* Customers are treated politely and with respect
* Wherever possible, judgment calls are made in the patron's favor
* When a staff member is unable to comply with a request, the patron will be offered an alternative if at all possible
* Staff members are familiar with library policies and are able to inform patrons about them
* Staff members will behave in a friendly, helpful manner

**Regulations**

All staff members are responsible for providing excellent customer service.

If a staff member is unable to assist a patron, the patron should be referred to a staff member who does have the training and time to assist the patron. If immediate help is not available, staff members should use the information forms at the Circulation Desk to collect information about the patron and the question or request, and advise the patron that another staff member will reply as soon as possible.

Staff members are responsible for providing basic customer service, assistance with complex or unusual situations, or dealing with patron complaints or policy questions. Volunteers may provide basic customer service as directed by the staff member on duty.

All complaints will be reported to Director. Any complaint regarding the Director will be referred to the Board of Trustees. The Board will consider the complaint at their next regularly scheduled meeting, to which the Director and the complaining patron will be invited. The decision of the Board will be presented in writing. The decision of the Board will be final.

Phones will be answered promptly, with a friendly, helpful greeting identifying the “New Hope-Solebury Library.” Patrons entering the library will be greeted with a smile and, if possible, a friendly welcome. Patrons waiting for service will be acknowledged and thanked for their patience.

Staff members will dress in neat, clean clothing while serving library patrons. No apparel which contains obvious advertising or which in any way endorses a political candidate, party or cause may be worn while serving patrons.

Snack food and drink at the public service desk should be kept to a minimum. Meals should be consumed away from the public areas either in the staff workroom, director’s office or outside the building.

Staff will assist with copy machines and computer questions as they are able. Sometimes staff may not be available to assist with computer questions. If the staff member at the main service desk is not able to assist, but another staff member is available, the available staff member should be asked to help immediately.

It may be necessary to limit service to an individual patron, especially if staff resources are limited and other patrons are waiting. Staff members will provide the best possible service at their discretion. Patrons requiring extensive assistance may be asked to schedule a separate time for individual, uninterrupted help.

Requests for service will be handled in the order received. Telephone and in-person requests will have equal precedence, though an in-person transaction may be interrupted briefly to answer the telephone. The patron on the telephone will be politely asked to hold while the in-person transaction in progress is completed.

If the library does not own material which a patron needs, the patron will be told about Interbranch and Interlibrary loan services and assistance with these services will be offered. Every reasonable effort will be made to acquire material requested by the patron.

Staff members will receive training in this policy. A copy of the policy will be kept at the Circulation Desk.

Approved by Board of Trustees June 17, 2009