

## Sutton Free Public Library

### Customer Service Policy

As service and accommodation to library users is first priority, the Sutton Public Library strives to offer excellent library services, which includes a quality and welcoming facility. Successful customer service connects customers to what they need, but also leaves them satisfied, happy, and wanting to return again.

The Customer Service Policy of the Sutton Public Library is the foundation for staff interactions with the general public. The following elements are emphasized in providing public service:

- The Library does not discriminate and offers the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria.
- Patrons are to be treated politely, promptly, and with helpful attention.
- Whenever possible judgment calls are to be made in the patron's favor.
- If a staff member is unable to comply with a request the patron will be offered an alternative, such as an interlibrary loan request, etc. Staff members must be familiar with library policies and services and are able to articulate them and to explain the rationale behind them.

Each staff member, while at work, is representative of the library. The impression made on the patron profoundly affects the library's image and ongoing support. It is imperative that every staff/patron interaction be a positive one for the patron. A friendly, helpful manner usually ensures a positive experience even when the message conveyed is not a pleasant one and will help to ensure that the patron will not walk away feeling their experience was a negative one.

*Amended and adopted by the Board of Library Trustees, May 19, 2005*