

Customer Service Policy

Purpose:

To establish the customer service philosophy and standards of the James Prendergast Library Association (JPLA). JPLA staff members serve as the link between customers and the JPLA's resources and services. JPLA's goal is to provide excellent library service which includes helpful and knowledgeable staff, access to relevant informational resources, and quality facilities. In the fulfillment of the JPLA's Strategic Plan, the following objectives have been adopted.

Policy:

1. Ensure that Library customers consistently receive a high level of service.
2. Select, acquire, and organize sources of information and materials to meet the needs of Library patrons.
3. Be knowledgeable about Library resources, policies and procedures and be able to explain the resources, policies and procedures to patrons.
4. Identify and promote the services that meet the needs of patrons and potential patrons in the community.
5. Refrain from value judgments or opinions regarding the importance of a request or question.
6. Value the diverse community we serve by providing patron assistance without discrimination. We define diversity to include, but not be limited to, persons of varying educational levels, literacy levels, abilities, gender, religion, race, age, national origin, marital or familial status, sexual orientation, income level, and occupation.
7. Maintain the confidentiality of our patrons' transactions and records.
8. Cooperate with community agencies and organizations in an effort to serve the community.

The Board of Library Trustees authorizes the Library Director to establish procedures to administer this policy, and to delegate any and all responsibilities herein to other staff through such procedures.