

## **CUSTOMER SERVICE POLICY**

### **Policy Purpose:**

The Elting Memorial Library adheres to the ALA Code of Ethics and is committed to providing excellent customer service for all patrons. The quality of the facility and the collection is enhanced by accurate, efficient, and friendly service. This Customer Service Policy is the foundation for all staff interaction with the public.

### **The principles of the Customer Service Policy:**

1. All patrons shall receive the same excellent quality of service.
2. All patrons shall be treated with respect, so they feel welcomed when they enter and assured as they leave that they have been well served.
3. Staff will provide alternative suggestions if a patron's request for materials cannot be met.
4. All staff members shall know the Library's policies, thus able to explain each policy and its rationale.
5. Each staff member shall be aware that nonverbal behavior, including body language, facial expressions, eye contact, proxemics, gestures, physical appearance and vocal inflection and tone of voice, communicates more powerfully than verbal communication. Staff members will utilize all aspects of communication to insure that patrons have a positive experience.
6. Each staff member shall always act in an ethical manner. To that end, all interactions and transactions will be considered confidential, to be discussed only in a professional context. This includes, but is not limited to:
  - registration information, materials' selection, loan transaction records, and reference questions
  - All transactions will be in accordance with the policies and procedures/guidelines of the Elting Memorial Library
  - Staff members can offer professional opinions or advice regarding patrons inquiries, not personal opinions. (Example: "I think the best place to start your search would be with Consumer Reports." This is an example of a professional opinion. "I hate Consumer Reports, they are overpriced," would be a personal opinion and not acceptable.)

- Staff members shall not make negative personal comments regarding the topics or materials selected by a patron. (Example: “George Bush was a terrible president, why are you taking a book out about him?”)
7. A staff member is a representative of the Elting Memorial Library. They shall uphold the Library's tradition of courteous, excellent, and efficient service to the entire New Paltz community.

Adopted: May 26, 2022