

Section I. Purpose

The purpose of the Customer Service Policy is to create a foundation for all staff interactions with the public. The Nobles County Library strives for excellence in its customer service. Excellence means that knowledgeable staff will offer library services in a fair manner that treats everyone with professionalism, courtesy and respect.

Section II. Actions and Objectives

The following actions and objectives shall guide Library staff in all customer service interactions:

1. Library staff will offer the same quality of service to all patrons regardless of age, race, sexual orientation, nationality, educational background, language proficiency, physical limitations, socioeconomic status, or any other criteria which may be the source of discrimination.
2. Library staff will be knowledgeable of all policies and procedures, and deploy them equitably across all segments of the public while also being flexible and recognizing the uniqueness of situations.
3. Library staff will assist patrons on a first come, first served basis to the extent possible without infringing on the service needs of other patrons.
4. Courtesy and attention to the patron will be the focus of all interactions. Library staff will be flexible in meeting patrons' needs; whenever possible, judgment calls will be made in the patron's favor.
5. Library staff will utilize their knowledge and library resources to fulfill patrons' requests in a timely manner. Alternative resources should be presented if a request cannot immediately be filled or if a staff member is unable to comply with a patron's request.
6. Complaints from patrons will be received with courtesy and professionalism, and reported to the Library Director as soon as possible and in detail. A defensive posture towards patron complaints is improper, as complaints are often opportunities to improve service. Business cards of the Library Director are available at all circulation desks in case the patron would like to submit a complaint to the Library Director.
7. Patron complaints regarding library policies or procedures will be referred to the Library Director or a senior staff member if the Library Director is not present.
8. Library staff will understand the confidentiality rights of patrons; thus, a patron's requests, information sought and personal data shared during an interaction will always be held in confidence and only shared in a professional capacity.

LP-107 Policy History:

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