

Policies of the Albion Municipal Library and Heritage Center
Section 8 – Library Staff

Policy Section 8.2 – Customer Service Policy

1. The Albion Municipal Library strives to offer excellent library services to all. In addition to the quality of the collection and services, it is equally important that the library staff provide accurate, efficient and friendly service at all times. It is important to remember that the patron is a taxpayer, voter, and valued individual citizen.
2. The Customer Service Policy of the Albion Municipal Library is the foundation for all staff interactions with the general public. All other library policies should be interpreted in light of the principles outlined below
 - a. The Library should offer the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitation, or any other criteria which may be the source of discrimination.
 - b. Patrons should be treated as if they are the most important people in the world.
 - c. Judgment calls should always be made in the patron's favor. If you make a mistake, it should always be to the patron's advantage.
 - d. Patrons should never be left without an alternative if a staff member is unable to comply with their request.
 - e. Staff members should be familiar with and be able to articulate library policies as well as explain the rationale behind them.
 - f. All staff members must act discreetly and not overly loud.
3. It is imperative that every staff/patron interaction is a positive one for the patron. A friendly helpful demeanor can often ensure a positive experience even when the message conveyed is not a pleasant one. Staff members are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling that their experience with the library was a positive one.
4. Each staff member, while at work, acts as a representative of the Albion Municipal Library to each person or group with whom she or he comes in contact. The impression made on the patron profoundly affects the library's image and on-going support.
5. The needs and requests of library patrons must always be taken seriously and treated with respect. Equal consideration and treatment will be given to all users within the established guidelines and in a nonjudgmental environment.
6. All interactions and transactions between a library patron or group of patrons and the library will be considered confidential and will be discussed only in a professional context. (Such matters include, but are not limited to patron registration, information, materials selection, loan transaction records, reference questions, patron card status, etc.) Staff should remember that, although the temptation to discuss or share difficult transactions at the public desk is great, such discussions should be limited to the staff area or private offices; these details are confidential as well.

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