

MONTGOMERY CITY –COUNTY PUBLIC LIBRARY

CUSTOMER SERVICE POLICY

INTRODUCTION

Customer service is an integral part of the Montgomery City-County Public Library's service to its citizens. The goal is to exceed patrons' expectations for services while fulfilling the library's mission. Patron feedback is welcome and valued regarding how well those expectations are being met.

DEFINITION

Excellent customer service is the ability of the Montgomery City-County Public Library to constantly and consistently exceed the customer's expectations.

POLICY POINTS

Every patron who enters any branch or department of the Montgomery City-County Public Library will receive the highest standard of service regardless of age, race, ethnicity, religion, gender, sexual orientation, national origin, socioeconomic status, or physical ability.

- Library staff will greet all patrons as they enter the library or department, and ask if they can be of assistance.
- Library staff will provide access to both traditional and innovative resources and instruction in their use.
- Library staff will interact with professionalism, courtesy, and attention to all patron needs.
- Library staff will use their knowledge of library and internet resources to fulfill requests in a timely manner or offer alternatives when answers or resources are not immediately available.