



Policy Statement

The Pembroke Public Library strives to offer excellent library services, which includes a quality and welcoming facility. Successful customer service connects customers to what they need, but also leaves them satisfied and happy and eager to return again to the Library again.

The Customer Service Policy of the Sutton Public Library is the foundation for staff interactions with the general public. The following elements are emphasized in providing public service.

Friendly, Helpful, & Accessible Staff

Each staff member, while at work, is representative of the Library. The impression made on the patron profoundly affects the Library's image and ongoing support. To support a positive image, staff will:

1. Staff members will deliver accurate, friendly and conscientious service to ensure the best experience for each customer.
2. Staff are empowered to make decisions balancing an individual customer's needs with the overall needs of all Library customers.
3. Patrons are to be treated politely, promptly, and with helpful attention.
4. Customers will be assisted on a first come, first served basis.
5. Staff will wear name tags so that customers can identify them as Library staff.
6. The Library supports free, equal, and unrestricted access to collections and services for all. Staff will enable our customers to use the Library's resources and equipment by offering knowledgeable service and friendly assistance.
7. The Library does not discriminate and offers the same quality of service to all regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria.

Confidentiality

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. Staff should remember that discussion of confidential patron issues should be limited to non-public areas.

Addressing Patrons' Concerns

A customer with complaints about the service received or about any library or network policy shall be referred to a senior staff member or to the Library director. If neither are available at that time, contact information will be exchanged so the complaint may be addressed.

Staff are expected to inform supervisors or senior staff of issues in a timely manner.

Reviewed and Approved by the Board of Trustees on.....