

## **RIVER ROUGE PUBLIC LIBRARY PATRON SERVICE**

In fulfilling its mission, the River Rouge Public Library strives to offer excellent Library Service to all. In addition to the quality of the Library and the collection, it is equally important that the library staff provide accurate, efficient and friendly service at all times. It is important to remember that the patrons are voters and taxpayers.

The Library strives to make all interactions with its patrons pleasant and non-bureaucratic. The patrons are the reason the Library exists and they can be the strongest advocates for Library improvements. The Library strives to provide services that meet their needs and that exceed their expectations.

### *Customer Service Principles*

1. The Library offers courteous and efficient service to all users regardless of age, race, sex, nationality, educational background, physical limitations or any other criteria that may be a source of discrimination.
2. The Library staff provides guidance, advice, instruction, directions and instructional materials to assist users in using the Library's collection and services.
3. The Library continually improves procedures so that service is delivered seamlessly and in a timely manner to the user.
4. Periodically the Library assesses its users' needs and level of satisfaction with the Library's services.

### *Customer Service Skills*

1. Be constantly aware of persons approaching the desk or that appear to be seeking or needing assistance.
2. Acknowledge a patron's presence by looking up and making eye contact. If busy with another patron, acknowledge the patron who is waiting and explain that you will help them as soon as you can.
3. Answer the phone in a clear and pleasant manner using a greeting and identifying the library. "Good Morning, River Rouge Public Library, may I help you?"
4. Refer all complaints and difficult users to the Director. Do not debate or argue with a patron.
5. The needs and requests of library patrons must always be taken seriously and treated with respect. All interactions between a patron and the Library are confidential and should be discussed only in work-related context. Equal consideration and treatment will be given to all users in a non-judgmental manner.
6. Do not offer personal opinions or advice to reference inquiries, but refer users to authoritative sources.
7. Judgment calls should always be made in the patron's favor.
8. Each staff member acts as a representative of the RRPL. The impression made on the patron profoundly affects the Library's image and ongoing support.
9. Treat people with compassion and respect.