

CUSTOMER SERVICE POLICY

The Julia L. Butterfield Memorial Library adheres to the ALA Code of Ethics and is committed to providing excellent customer service for all patrons. The quality of the facility and the collection is enhanced by accurate, efficient, and friendly service. This Customer Service Policy is the foundation for all staff interaction with the public.

The principles of the Customer Service Policy include:

1. All patrons shall receive the same excellent quality of service without discrimination.
2. All patrons shall be treated with respect, welcomed when they enter and assured as they leave that they have been well served.
3. Staff will provide alternative suggestions if a patron's request for materials cannot be met.
4. All staff members shall know the Library's policies, thus able to explain each policy and its rationale.
5. Each staff member shall be cognizant of the importance of demeanor, or the manner of looking, speaking, and acting, aware that non-verbal demeanor conveys an attitude by expression and posture as much of tone of voice and vocabulary affect a verbal interaction. It is imperative that each staff-patron interaction be a positive one.
6. Each staff member shall always act in an ethical manner. To that end, all interactions and transactions will be considered confidential, to be discussed only in a professional context. This includes, but is not limited to:
 - registration information, materials' selection, loan transaction records, and reference questions
 - All transactions will be in accordance with the policies and procedures/guidelines of the Julia L. Butterfield Memorial Library
 - Staff members will not offer a personal opinion or advice in answer to a patron
 - Staff members will not comment on topics or materials requested by a patron
7. A staff member is a representative of the Julia L. Butterfield Memorial Library. They shall uphold the Library's tradition of courteous, excellent, and efficient service to the entire community.

Adopted: August 16, 2017