

# Reading Public Library

## Customer Service Policy

Reviewed and Approved 11/20/2023

The mission of Reading Public Library can be achieved only if staff members focus their efforts on users' needs and aim to deliver high quality service in a welcoming, professional, respectful manner. In our provision of service we will be guided by the following principles:

1. Respect and Non-Discrimination
  - a. The Library offers the same quality service to all patrons regardless of age, gender, sexual orientation, race, color, nationality, educational background, religious affiliation, disability, or any other criteria which may be the source of discrimination. Library staff will treat every patron with equal respect and every request with equal importance.
  - b. Policies will be applied consistently to all patrons.
  
2. Ethics and Professionalism
  - a. All interactions and transactions with patrons will be considered confidential and discussed only in a professional context. Such matters include, but are not limited to: registration information, materials selection, loan transaction records, reference questions, and requests for materials. Discussion of patron issues will be handled discreetly, preferably in non-public areas.
  - b. Staff members will not offer personal opinions or advice to patrons. Staff will put aside personal biases in working with patrons and coworkers.
  - c. All staff will be knowledgeable about the library collection, services, programs, and policies and will strive at all times to connect patrons with the resources they need. When necessary, staff will provide referrals and follow-up in a timely fashion.
  
3. Excellent Service & Positive Attitude
  - a. Every staff person is a representative of Reading Public Library and will engage with patrons in a friendly, helpful, and positive manner. This applies even in difficult situations when a staff person must enforce rules or deliver unwelcome news.
  - b. Staff will work together and support each other in the provision of service.
  - c. Staff will listen to understand, strive for accuracy, and aim to provide the best possible solution to every patron query.
  - d. Each patron should leave the library feeling that every attempt has been made to fully assist him/her. When a staff member is unable to comply with a request, he/she will attempt to offer an alternative.
  - e. All staff will foster an environment of learning, discovery, and growth in support of the library's mission.

Policy History:

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