

CUSTOMER SERVICE GUIDELINES

POLICY QUESTIONS TO ADDRESS

1. How does the library describe the type of customer service that it expects the staff to provide to library customers?
2. Does the library offer the same quality of service to all customers regardless of age, race, nationality, educational background, physical condition or other factors?
3. How does the library's approach to customer service support the library's goals and objectives?

REGULATIONS QUESTIONS TO ADDRESS

1. Does the type of customer service a staff member provides vary depending on the classification of the library staff member? If so, what types of customer service are provided by each classification?
2. Are staff expected to wear a nametag or other forms of identification so the public will know they are speaking to a library staff member?
3. What form of greeting are staff expected to use when they answer the telephone?
4. Is there a dress code that staff are expected to observe? If so, does this vary based on the classification of the staff member and/or the duties that he or she is expected to perform?
5. May staff work on other tasks while they are scheduled on a public service desk? If so, are there any types of work that should not be performed when they are scheduled on the desk?
6. May staff have food or drinks at the public service desk?
7. Under what circumstances, if any, may staff make or receive personal phone calls when they are scheduled on the public service desk?
8. Are staff expected to stay at the service desk if they are not assisting a customer or are they expected to periodically walk around and offer service to customers?
9. Are staff on the public service desk expected to provide assistance with or service for library equipment such as computers, photocopy machines etc?
10. Are there limits on how much assistance any customer should receive? Does this vary if other customers are waiting?
11. What should a staff member do if there are a number of customers waiting for service?
12. How should staff balance requests for service between customers who are in the library and those who are calling by phone?
13. What should staff do if they are unable to answer a customer's question?
14. What should staff do if the library does not own the material that a customer has requested?
15. If the library has more than one service point, how should staff handle customer referrals from one point to another?
16. What other guidelines does the library expect the staff to observe?

17. How will staff members be informed of the library's customer service guidelines?
18. What should a staff member do if he or she observes another staff member not following the library's customer service guidelines?
19. To whom should customers be referred if they wish to lodge a complaint about the quality of service they have received? What process will the library follow to respond to these complaints?
20. Will a staff member's observance of the customer service guidelines be reflected on his or her performance evaluation?
21. Does the library have a program to recognize outstanding customer service?

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