

Carnegie-Evans Public Library

203 Benton Ave.

Albia, Iowa 52531

<https://www.albia.lib.ia.us>

1(641)932-2469

CUSTOMER SERVICE POLICY

The Carnegie-Evans Public Library is committed to excellent customer service in providing library services. In order to maximize customer satisfaction and fulfillment the library commits to:

- Greeting library patrons and colleagues in a welcoming manner
- Treating library patrons and colleagues politely, promptly and with helpful attention
- Maintaining a high level of professionalism in all professional interactions
- Judgment calls are to be made in the patron's favor. If a mistake is made, it should be to the patron's advantage. Trust should be given to patrons unless the individual history of the patron has established that trust is not warranted.
- If we are unable to comply with a patron request, we will strive to offer all relevant alternatives
- Providing a clean and comfortable environment
- Staff will be familiar with library policies and be able to articulate those policies and the rationale behind the policies
- The library does not discriminate and offers the same excellent customer service and professionalism to all patrons and colleagues
- Staff will present themselves in clean and modest clothing that are acceptable in a casual professional environment.

PHONE AND INTERNET ETIQUETTE

The interactions of staff with the general public and all other business contacts should meet the high customer service and professionalism standards whether they are in person or via other means, such as telephone or internet. In order to meet those standards, the library commits to:

- Answering telephone calls by identifying the library, ourselves and seeking to assist the caller
- Answering inquiries via email or other electronic means promptly and in effort to assist the inquirer