

101 - Customer Service Philosophy

The Library is a public institution supported by a parish-wide sales tax millage and provides service to all its constituents. The primary duty of Library staff members is service to the public. Each employee should be friendly, courteous, and prompt in providing service.

Library personnel should appear alert and approachable, and should not be so involved in any activity to seem too busy to help patrons. While on duty, employees should not read personal material. Personal conversations (by phone or otherwise) must be limited so as not to interfere with the employee's work.

Staff members are expected to demonstrate a pleasant, professional manner in all dealings with the public. Staff members are required to deal with people in all types of circumstances and must show proper tact and restraint. An employee who works in public service areas has been chosen partly because of the belief that he/she has the emotional maturity for dealing courteously and tactfully with people.

Patron complaints and/or suggestions are to be handled in a positive, responsible manner. If the staff member is unable to resolve the situation to the patron's satisfaction, then he/she should refer the matter to the area supervisor, Assistant Director/Public Services Administrator and/or Library Director. Each employee should take an active interest in the Library's improvement and development and should refrain from public criticism of the Library's programs, operations or staff.

All staff activity should be conducted in a manner that is as quiet as possible. Each staff member is expected to demonstrate courtesy to co-workers and should exhibit professional cooperation with individuals in other departments and branches. Every regular staff member is assigned to work in a particular area or branch; however, all employees work for the Library system and should first consider the needs of the organization as a whole.