

Kitchigami Regional Library

CUSTOMER SERVICE POLICY

Policy

It is the policy of Kitchigami Regional Library to provide the highest quality customer service at all times. The satisfaction of customers is the reflection of service provided and the measure of success. Customers are equally important, and therefore will be treated with courtesy, respect, and in a friendly and efficient manner.

Basic Customer Service for Internal and External Customers includes:

- Acknowledging each customer as quickly as possible.
- Never leaving a public service area unattended for longer than a few minutes.
- Always returning to a customer as quickly as possible.
- Always being friendly and respectful in our dealings with the customer.
- Helping in a friendly and courteous manner. If unable to help a customer, staff will make sure he/she is referred to someone who can help.

Implementation

The emphasis placed on proper customer service training will result in a better prepared staff and more repeat customers. Customers have the right to deal with properly trained, service-oriented, knowledgeable library personnel, who meet their needs efficiently and courteously.

Customer service training in various formats shall be made available to all Kitchigami Regional Library System employees.