



## MARY RILEY STYLES PUBLIC LIBRARY

### Customer Service Guidelines

In our effort to serve you better, the Mary Riley Styles Public Library upholds the following best practices for providing outstanding customer service.

Library staff will:

- Treat patrons and staff with courtesy, respect and dignity under all circumstances.
- Make patrons feel welcomed by greeting them, making them a priority, and helping them as best as possible.
- Respect patron confidentiality and their right to privacy.
- Listen attentively, ask follow-up questions as needed, and provide accurate information in a timely manner.
- Help patrons find what they need outside the library when we don't have what they want.
- Communicate in ways that are clear and easy to understand.
- Be empowered and encouraged to make decisions whenever possible in the patron's favor.
- Share and exchange information with other staff and seek assistance as needed.
- Keep informed of library policies, procedures, trends and best practices.

*Last Update: 02/24/2023*