

SECTION:	PS 2	OPERATIONS
SUBSECTION:		
POLICY:	PS 2.1	CUSTOMER SERVICE
REVISIONS:		10/17/07; 11/15; 06/21/23

The Ashtabula County District Library is committed to providing the best possible public library service to all library users. The Library staff strive to be responsive, courteous and efficient in all contacts with library users and to continuously improve.

The Library staff strive to provide accurate and timely reference and readers advisory services to residents of all ages during all hours that the library is open.

The Customer Service Philosophy of the ACDL system is to always convey a passion for the customer and to consistently deliver the very best service experience.

The customer service expectations of all library staff are:

1. Acknowledge a customer's presence immediately, even if occupied. Helping and satisfying a patron will always take priority over any other assigned tasks.
2. Make eye contact, provide a welcoming greeting, speak in friendly manner, and be approachable.
3. Treat patrons with dignity and respect without regard to race, color, religion, gender, culture, sexual preference, national origin, disability, age, ancestry, or other characteristics.
4. Be flexible, discreet, and non-judgmental in providing patrons with information, services, and library materials. All patron interactions and transactions are considered confidential.
5. Actively listen to and try to understand our patrons.
6. Take responsibility to ensure that our patrons' expectations have been fully met.
7. Extend our professional courtesy to our phone-in, e-mail, and virtual patrons.
8. Be responsive to changes in library trends, and to patron interests and needs.