

## **Customer Service Policy**

WCLS strives to provide excellent customer service with friendly, knowledgeable and well-trained employees. Customer Service is the foundation for all interactions with library users and other library employees. Employees will strive to meet expectations while fulfilling WCLS's mission. WCLS supports high standards of customer service through a plan of employee training, evaluation and input from library users and employees.

All WCLS library users can expect to be:

- Acknowledged appropriately and offered prompt and timely service, whether in person, via phone or email
- Delivered the same high standard of service regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria.
- Treated politely and respectfully
- Valued for their input, with their questions answered patiently and referred to the director if needed

The needs and requests of library patrons must be taken seriously and treated with respect in a nonjudgmental environment. A friendly helpful demeanor can often ensure a positive experience even when the message conveyed is not a pleasant one. Demeanor is defined as the way a person looks, speaks and acts; one's manner or behavior towards others; a personal mode of expressing attitude. Non-verbal demeanor conveys attitude via facial expression, just as tone of voice and word choices affect a verbal message.

All WCLS employees will:

- Treat every library user, and other employees, with respect and every question as important
- Be attentive and responsive to the needs of library users and other employees, and try to be flexible in meeting those needs
- Act in a friendly, helpful manner to foster positive library experiences
- Explain and enforce policies and procedures with clarity and patience, and refer questions about library policies to the Director
- Maintain confidentiality of library users and employees; discuss library users and employee issues in a professional manner

Each staff member, while at work, acts as a representative of WCLS to each person or group with whom she or he comes in contact. The impression made on the patron profoundly affects the library's image in the community. Failure to follow WCLS policy may result in appropriate disciplinary action, up to and including termination.