



OUR PLEDGE TO CUSTOMER SERVICE

The success of the Petersburg Public Library depends on how well each of us serves our patrons. We are committed to providing the highest level of customer service. Staff members will therefore abide by the following customer service standards. We will:

- Treat all patrons equally; be professional and courteous at all times.
- Smile, and use patrons' names.
- Give each patron individual service and attention.
- Thank patrons for their business after every transaction to assure them of their importance to us.
- Conduct a follow-up interview to ensure the patron's request has been satisfied (i.e. Ask "Does this answer your question?")
- Acknowledge, greet, establish eye contact and stand when assisting a patron.
- Respond to walk-in questions immediately and to telephone transactions with the hour whenever possible.
- Familiarize ourselves with all library services, policies, procedures and equipment to ensure that we give the best service possible. We will seek assistance from other staff where necessary. **(Remember! "I don't know" is never the final answer.)**
- If the library does not have materials the patron wants, we will make every reasonable attempt to get it from other sources.
- Stay abreast of patrons' reading preferences and offer suggestions where appropriate.
- Wear name tags whenever on duty.
- Maintain a neat and orderly work area.
- Offer assistance in finding materials on the shelf once OPAC search is complete. (This means accompanying patron to the section. Avoid pointing!)
- Keep cell phones at our desks and not at service points.