

Customer Service Policy

Policy	The Garfield County Public Library District (GCPLD) is committed to providing excellent library services, quality facilities, and diverse collections. Our knowledgeable library staff provides accurate, efficient, and friendly service to all customers at all times. Garfield County residents, as voters and taxpayers, are the people to whom the library staff is ultimately responsible. The Customer Service Policy is the foundation for all staff interactions with the general public. Each staff member, while at work, serves as a representative of the library and the Garfield County Public Library District.	
Effective Date	June 3, 2021	
Responsibility	Executive Director	
Procedures	<p>As an organization, our library staff pledge the following to our customers:</p> <ul style="list-style-type: none"> • Our libraries will offer the same quality of service to all members, regardless of age, race, sex, sexual-orientation, gender identity, nationality, educational background, religious beliefs, physical limitations or any other criteria that may be the source of discrimination. • Our libraries will provide free access to books, ideas, and resources. • Our libraries will provide a consistent service experience from all levels of our organization and across all our locations. • Staff members will act in a friendly, helpful, non-judgmental manner to ensure that every customer walks away feeling that the library experience has been a positive one. • The needs and requests of library customers will be taken seriously and treated with respect. • If a mistake is made by the library, staff will apologize and take responsibility for correcting the error. • Staff will be flexible and seek alternatives when fulfilling customers' requests. • Staff will take the time to understand the customer's question and provide the correct answer or referral. • Staff members will be familiar with library policies, be able to articulate them, and be able to explain the rationale behind them. • Staff members will be familiar with the Library District, its finances and operations, and will be able to answer questions from the public on library finances and operations. • Interactions and transactions between customers and staff will be considered confidential and will be discussed only in a professional context. Staff are trained to know that confidentiality is the law. • Staff will continuously review library programs and services in order to maintain the highest levels of service to our patrons. 	
Supporting Documentation	<ul style="list-style-type: none"> • GCPLD trains its staff in exceptional customer service through its "Every Question Answered" training program. 	
Reviewed by & Approved by / Date	APPROVED: Board of Trustees	Date: June 3, 2021