

# DEPARTMENTAL POLICY

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**To:** ALL LIBRARY STAFF

**From:** JENNIFER SALAS  
LIBRARY DIRECTOR

**Subject:** CUSTOMER SERVICE POLICY

**Effective Date:** 09/05/2012  
05/18/2016 Revised

**Revised by:** SYLVIE SZAFRANSKI  
PUBLIC SERVICES MANAGER

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## AUTHORITY

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Library Board of Trustees

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## POLICY

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The staff of the Martin County Library System provide welcoming, proactive customer service by seeking opportunities to find and assist customers within the Library's buildings, on the telephone, and online.

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## PROCEDURE

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The Library's mission is to connect with people and create learning opportunities that improve communities. Exceptional customer service, a quality collection, and welcoming places are the core services of this library system. The Long Range Services Plan establishes customer service as the Library's first priority. The Martin County Library System and its staff focus on this priority by:

1. Reviewing the Library's customer service training and making any necessary changes to ensure that all Library staff possess and demonstrate excellent customer service skills.
2. Developing processes that ensure that customer-service excellence is a value that is continually practiced and praised throughout the organization.
3. Revising job descriptions and staff competencies to ensure that these documents demonstrate that customer service is the Library's first priority.
4. Developing and maintaining a set of customer service values titled ***Customer Service Guidelines*** that are used to guide staff in their interaction with the public and their co-workers.

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
Jennifer Salas, Library Director

Approved by: \_\_\_\_\_ Date: \_\_\_\_\_  
Christine David, Library Board of Trustees

## Suppression History:

None