



Policy Title:	Public Service
Policy Type:	Public Service
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Policy Authority:	CEO
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PURPOSE

This policy will guide staff to create a positive member experience, build member relationships and to exceed member expectations. It will help to ensure that staff treats all members in a manner that contributes to a high level of member satisfaction with all aspects of library service at all times.

THE SERVICE PROMISE TO MEMBERS

We will ensure that we will deliver an outstanding library experience with every member interaction.

As our member, you can expect that CLARINGTON PUBLIC LIBRARY STAFF will:

- a. Deliver equal access to information and services tailored to meet your needs;
- b. Offer dynamic service by informed and approachable staff;
- c. Acknowledge and respond to your feedback;
- d. Have fair practices and procedures;
- e. Provide welcoming spaces.

SERVICE STANDARDS

Creating the Member Experience

1. Staff is friendly and professional.
2. Staff is knowledgeable of library programs, services and policies
3. Staff takes responsibility for proactive member interaction with personal approach.
4. Staff takes responsibility for ensuring member issues are resolved within clearly communicated timeframes. Each issue is addressed individually, resulting in a reasonable outcome.
5. Facilities are comfortable and inviting, with clean and organized spaces.

Building Member Relationships

1. Staff develops positive member relations by taking a genuine interest in members, their needs and feedback.

Exceeding the Member Expectations

1. Staff strives to inspire members with every visit so that our libraries are welcoming places, to learn, to create, to get help, and to want to visit over and over again.
2. Staff enthusiastically engages members, showcases our technology, and helps members discover how our resources can enrich their lives.

SPECIFIC STEPS FOR STAFF

Think “G.U.E.S.T”:

- G=Greet** We treat our customers as welcome ‘guests’ in our library home. We make eye contact, smile, and acknowledge the customer entering and leaving; if possible we greet the customer by name.
- U=Understand** We listen carefully to what our customer has to say. We ask questions to clarify. We restate the situation to our customer to make sure we have a common understanding
- E=Empathize** We ask ourselves: if we were in the same situation, how would we feel?
- S=Solve** We are creative in our approach to problem-solving. We are imaginative in finding new ways to serve our customers better. We look for win-win solutions. We identify sources of customer dissatisfaction in order to take corrective action. We seek to improve our skills and knowledge. We encourage feedback. We go beyond the basics and deliver something extra.
- T=Thank** We are gracious and appreciative of our customers. We recognize the importance of our customers and the essential role that the library plays in their lives.