

# Customer Relations

**It is the policy of the Westhampton Free Library to be customer and service oriented and to require employees to treat patrons in a courteous and respectful manner at all times.**

1. Employees must understand that the public comes first, is the primary source of the organization's income, and is, therefore, the ultimate source of each employee's job security and income. All employees have an obligation to represent the Library in a positive fashion, to respect diversity, and to make patrons feel as comfortable as possible in dealing with the organization.
2. Employees are expected to know the Library's services and to learn the wants and needs of patrons. Employees should attempt to educate patrons about the use of the Library's services and should seek new ways to serve the public.
3. Employees are encouraged to report recurring problems to their supervisor and/or make suggestions for change in policies or operating procedures to solve problems.
4. Employees should be prepared to listen carefully to patron inquiries and complaints and then deal with them in a responsive, professional manner. If a controversy arises, the employee should attempt to explain Library policy in a clear, yet deferential manner. If a patron becomes unreasonable or abusive and the employee cannot resolve the problem, the patron should be referred to the employee's supervisor.
5. Employees should be particularly careful to exercise courtesy and thoughtfulness in using the telephone. A positive telephone contact with a patron can enhance goodwill, while a negative experience can destroy a valuable relationship. The following procedures should be observed whenever possible:
  - a) When answering the telephone, use a pleasant tone of voice, give the name of the Library, and identify yourself.
  - b) If the person with whom the caller wishes to speak is on another line, ask the caller if he wants to be placed on hold.
  - c) If a caller has been placed on hold, carefully monitor the holding period and offer to have the call returned if the person with whom the person wishes to speak is not available within a reasonable period of time.
  - d) When a caller leaves a name, number, or message, make sure it is recorded correctly and given promptly to the appropriate individual.
  - e) When using the telephone, all employees should take and place their own calls.

Adopted by the Board of Trustees: January 1997  
Amended: June 2010