

Customer Service Policy

Customer Service is the direct one-on-one interaction between Kewanee Public Library Staff and our patrons. It is the cornerstone upon which the library is built. The Kewanee Public Library District strives to provide equal customer service to all library patrons, regardless of age, gender, sexual orientation, religion, race, disability, socio-economic status, or residency. Library patrons do not need to be library card-holders to receive library services, and all services are available during all hours the library is open.

To ensure good customer service that works for all of our patrons, staff will do the following:

- Take responsibility for maintaining the confidentiality of all records and the intellectual freedom rights of all patrons
- Use their knowledge of library policy to inform on all interactions with patrons while giving patrons the benefit of the doubt at all times
- Greet and acknowledge all patrons as they enter the library and render prompt assistance as needed
- Provide reader's advisory services
- Assist in accessing the library's physical and digital collection
- Answer patrons' inquiries courteously and fairly
- If unable to provide patron assistance with their request, direct them to the correct department and summarize the situation to their co-worker to allow co-workers a better understanding of how best to assist the patron

Customer assistance will be provided in person, by phone, email, and fax, or by social media. The library strives to respond to all patron requests in a considerate and timely manner. Staff maintains active and up-to-date knowledge of all library policies and will implement them consistently. Staff will not give opinion as fact or offer any legal, medical, consumer, tax, or financial advice. Staff will not provide comment on materials requested by patrons. Staff will not restrict access to materials based upon personal opinion or personal preferences. The reading, interpretation, and use of the materials is the responsibility of the patron.

The library does not charge for standard patron inquiries, instruction, assistance in material acquisitions, or reader's advisory.

The Customer Service Policy is reviewed every other year or as needed.

12/12/22 Board approved