



Customer Service Standard

Purpose:

The Customer Service Standard establishes clear expectations for employee conduct in interactions with customers, facilitates honest commitment from the library, and promotes customer satisfaction so that we can fulfill our mission to provide spaces, resources, and experiences for all citizens to learn, grow, and connect.

Standards:

The staff at St. Catharines Public Library commits to being:

Engaged: Be visible, approachable, proactive, and prepared to help.

We will do this by:

Establishing that our customers are the priority and being ready to assist when needed.

Acknowledging, actively greeting, and proactively offering support to all customers at their point of need.

Courteous: Deliver knowledgeable, respectful, and efficient service whether in person, by phone, or online.

We will do this by:

Employing excellent communication by speaking clearly, concisely, and in a respectful tone with customers and colleagues.

Engaging in active listening, restating the customer's question for clarification, relating search strategies, and actively following up.

Inclusive: The library will be a community gathering space that is welcoming, accessible, and free of judgment.

We will do this by:

Ensuring that all customers feel welcome by decreasing barriers, being respectful and sensitive to circumstances, difference, and diversity.

Providing equitable services, programs, and collections to all customers.

Applying all guidelines and policies equally to customers and refraining from value judgments or opinions.

Informed: Be knowledgeable about all aspects of the library.

We will do this by:

Staying informed and updated on the library's procedures, policies, collections, services, and programs.

Attending and participating in training opportunities to stay current.

Accountable: Be transparent and responsible for our actions to foster a healthy organization and engaged community.

We will do this by:

Taking ownership of every interaction with a customer from start to finish.

Providing honest communication and problem solving by seeking alternative options whenever possible.

Cultivating cooperative, respectful, and professional relationships with colleagues.