

Bloomingtondale Public Library

Customer Service Standards

Professional

Staff members project a positive public image which reflects the pride we take in serving the community. We exhibit a respectful attitude in our interactions with both staff members and patrons. All interactions are kept confidential and we respect the privacy of patrons. We understand that our appearance and behavior are linked to the quality of our workplace and our service.

Friendly

Everyone is encouraged to visit the library and will be welcomed warmly. Our approachable staff ensures that patrons feel comfortable seeking assistance. We treat everyone with kindness and understanding.

Helpful

Providing exceptional service to patrons of all ages is our top priority. We go the extra mile to make sure that everyone who visits the library has the best experience possible.

Responsive

We communicate effectively to determine what our patrons need and we are proactive in determining solutions.

Informed

We seek out the information we need to be effective library employees. Staff members are familiar with library policies and procedures, community events and resources, and the library website. If necessary, staff is able to refer patrons to the appropriate library department or outside agency for assistance in order to provide the best possible experience.

Empowered

Staff cooperates to bring about continuous improvement of library procedures and services. We are trusted to use our judgment to resolve issues constructively and in the best interest of the patron and community, while being good stewards of public money and resources.