

Customer Service

In fulfilling its mission, the Sherrard Public Library District strives to provide excellent customer service. Knowledgeable staff are ready to assist patrons in finding materials and services. Staff will offer services in a fair manner that treats everyone with courtesy and respect, and anticipates courtesy and respect in return.

- The library will offer the same quality of services to all patrons regardless of age, race, sex, nationality, educational background, physical limitations, or any other criteria that may be the source of discrimination.
- Courtesy and attention to the needs of the library patron will be the key to all interactions.
- Patrons will be treated politely and promptly.
- Staff will be flexible in meeting patron's needs. Whenever possible, judgment calls will be made in the patron's favor.
- Skilled library staff will use their knowledge of library resources to fulfill requests in a timely manner or else present options, such as an interlibrary loan, when requests cannot be met immediately.
- Library policies and procedures exist to make library resources available on an equitable basis.
- Staff members will be familiar with library policies, procedures and services, and are able to provide an explanation to the patron, or else refer questions to the Library Director.
- Staff recognizes the need to enforce policies and procedures, and that some patrons may find this disagreeable. Staff will be patient, respectful and helpful even when being firm about library rules.
- The library will be a clean, safe, and accessible environment with appropriate facilities to support services.
- All interactions and transactions between a library patron and the Library will adhere to confidentiality standards and policies.
- The ultimate goal of library service is to meet patron's expectation for service while fulfilling the library's mission. Any comments or suggestions regarding how well these expectations are being met or how the library can improve its services are welcome.

- Adopted January 19, 2021