

Waunakee Public Library
Customer Service Philosophy

Excellent customer service is our top priority and we will strive to create a rewarding library experience for our community. It is the responsibility of every staff member to present a positive image of the library at all times. We believe that the customer comes first and that how we treat people is more important than anything else.

Therefore:

- We provide courteous, responsive, high-quality service to our customers. We provide the best possible service at all times, within the constraints of available resources.
- We provide the same quality of service to all regardless of age, race, gender, religion, ethnicity, educational background, physical limitations, or any other criteria.
- We provide access to traditional and innovative resources and instruction in their uses.
- We seek innovative approaches to benefit our customers.
- We listen to our customers and respond to suggestions and concerns with fairness and flexibility. Whenever possible, judgment calls will be made in the patrons' favor.
- We respect our customers' privacy.
- We will use our knowledge of library resources to fulfill requests in a timely manner or present alternatives when requests cannot be met immediately.
- We treat library employees as customers and believe that great internal customer service creates great external customer service.

Approved March 9, 2015