

# **YARMOUTH TOWN LIBRARIES CUSTOMER SERVICE POLICY**

The goal of the customer service policy is to ensure that all library visitors will have a positive and welcoming experience.

All library staff will respect individual differences among library users.

All library staff will respect the privacy of library users.

All library staff will strive to communicate effectively with each visitor. Listen carefully and respond to every inquiry.

All library staff will attempt to meet the needs of our visitors or refer them to another source of assistance.

It is our mission to provide excellent and knowledgeable customer service to our visitors encouraging them to become frequent library users.