

CHATHAM-KENT PUBLIC LIBRARY

Policy: CUSTOMER SERVICE

Chatham-Kent citizens of all ages look to the Chatham-Kent Public Library to provide resources to address their informational, recreational, educational and personal development needs. Recognizing this, the Chatham-Kent Public Library Board is committed to offering library services that are responsive, of high quality, and accessible to all.

Library Services

The Library embraces its role as a promoter of lifelong learning by providing a wide range of services, including:

- lending library for adult and children's materials in a variety of formats - books, audiocassettes, videos, compact discs, periodicals, etc.
- information services – reference, local history/genealogy, reader's advisory, community information, etc.
- programming - children's class visits, story times, craft programs, and summer reading clubs, adult book clubs, etc.
- outreach services - talking books, nursing home deposits, etc.
- web page providing general information on Library contacts, locations, and services, as well as access to the Library's online catalogue and links to recommended web pages
- access to online resources and databases via the Internet at all Library locations
- access to Municipal Information Desk services at selected branches

The Library also welcomes opportunities to enhance existing services and to introduce new services through partnerships with community groups and other agencies (e.g. The Library Café).

Communication

The Library must continue to evolve in order to meet to the changing needs of Chatham-Kent citizens. Communication and consultation with these citizens provides a means of evaluating existing services and exploring opportunities to enhance or introduce new services. To fulfil this commitment, the Library will:

- Provide a forum for citizens to offer suggestions, comments and complaints about services
- Respond to feedback in a timely fashion
- Inform and educate the public about the Library, its services and how to use them by means of publications, such as the annual report, Web page, booklists, posters, etc.
- Promote Library services through the media

Accessibility

In accordance with the Public Libraries Act, the Library Board is committed to providing convenient, free access to citizens throughout Chatham-Kent. To fulfil this commitment, the Library will:

- Maintain facilities conveniently located throughout the Municipality
- Provide adequate signage, including directional signs throughout the Municipality, and exterior and interior signs for each branch
- Provide well-maintained, safe and, where possible, handicapped-accessible facilities
- Offer hours of operation that best address the unique needs of each community
- Provide residents with both direct and remote access to Library services (e.g. in person and via telephone, fax, online, and outreach services)
- Provide materials in a variety of languages and formats
- Provide access to materials that are not part of Chatham-Kent Public Library's collection through interlibrary loan

Service Quality

The Library recognizes that Chatham-Kent Public Library patrons and their needs are paramount. To fulfil this commitment, the Library and its staff will:

- Be positive representatives of the Library and the Municipality
- Be responsive to the needs of the citizens of Chatham-Kent
- Be committed to providing excellent customer service to both internal and external customers
- Be professional
- Be approachable, friendly, helpful, courteous, and proactive in assisting Library patrons
- Be flexible in dealing with situations that call for extraordinary measures
- Be respectful and equitable in our treatment of patrons
- Be committed to providing accurate, timely information
- Be knowledgeable of resources within the Library, within the community, and worldwide via the Internet
- Be committed to ongoing education and training