

**St. Joseph Public Library
Customer Service Standard**

St. Joseph Public Library staff members are expected to adhere to these standards:

1. Be patron ready and welcoming when the library doors open. Wear your nametag.
2. Greet every patron upon entering the library. Patrons appreciate your using their name.
3. Always acknowledge patrons. If you can't assist them immediately, let them know you will be with them as soon as possible. Do not hesitate to call for back-up.
4. Maintain professional composure in public areas.
5. While on desk, do not access the internet for personal use.
6. Be aware of the visual impact your service area presents. Keep your drinks under the desk and leave food in staff areas.
7. Walk patrons to the shelves or to the proper desk as you assist them.
8. Know the library's policies and guidelines.
9. Stay informed of ongoing and new programs and upcoming events
10. Approach patrons and your coworkers with kindness.

People don't remember what you said or what you did. They just remember how you made them feel. ~Maya Angelou