



Customer Service Policy

Customer Service is an integral part of Portsmouth Public Library's service to our city's diverse population.

During interactions with library staff, customers can expect to:

- Be acknowledged appropriately, using the customer's name if known
- Be treated courteously and respectfully, receiving prompt service
- Be valued for their input
- Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or any other criteria
- Receive knowledgeable service from all staff
- Have open access to traditional and innovative resources and instruction in their use
- Have their privacy and confidentiality respected
- Have responsive, community-oriented service

The Portsmouth Public Library endorses high standards of customer service and supports it through a plan of staff trainings, leadership development and opportunities for customer input.

Staff members will:

- Be familiar with and able to articulate library policies.
- Respond to inquiries with the best factual information available
- Refrain from offering personal opinions and advice in response to questions
- Offer alternatives to a customer's inquiries instead of saying "no."
- Ask another staff member or supervisor for assistance when unable to satisfy a customer request
- Always provide a supervisor referral if a patron is unsatisfied with any point of service