





## West Palm Beach Public Library Basics

1. Library staff should **be alert to customers**. Ask if we can provide assistance. Be aware of anyone who seems confused. Offer your assistance.
2. **Serving the customer is our first priority**. Interrupt what you are doing to provide service. If you are doing something urgent, let them know you will be right with them.
3. Generally, **provide the level of service the customer wants**. Some customers would like help in becoming self-sufficient. Others prefer assistance.
4. Whenever possible, **walk with the customer to the shelf** to provide help in locating the item.

5. **Go beyond what the customer expects**. If you find a book for a customer, remember to suggest additional titles and formats.

6. **Make reasonable exceptions to policies and procedures**. When in doubt, resolve the situation in favor of the customer.

7. **Avoid sending customers on wild goose chases**. If you cannot assist a customer, make sure the next stop will be with someone who can. Give that person the information they need to help the patron.

8. **Treat customers equitably**. All customers should be given the same opportunities.

9. **Be creative in dealing with customers**. Be aware of their time constraints.

10. **We do not set rigid limits on service to our customers**. Some requests are more extensive than others. If a request seems inappropriate, offer to check further and get back with them, then consult a supervisor.

11. **Express yourself in positive terms**. Think positively. Say, "I think we can manage this," rather than "We don't give library cards without proper ID."

12. When dealing with an **angry customer**:

a. Listen

b. Respond calmly, don't take it personally.

c. Find out what the person needs, and if humanly possible:

d. Solve the problem



West Palm Beach  
Public Library



*The West Palm Beach Public Library  
service style is:*

- \*\*\*Professional
- \*\*\*Casual, informal, welcoming
- \*\*\*Delightful, pleasing to the eye
- \*\*\*Upbeat and fun
- \*\*\*Non-traditional, whimsical and innovative
- \*\*\*Friendly, warm, approachable
- \*\*\*Energetic
- \*\*\*Generous
- \*\*\*Unexpected, surprising yet familiar
- \*\*\*Tropical and refreshing

—An oasis of knowledge