

Krum Public Library
Customer Service Standards

(August 2013)

Approved by Krum Library Advisory Board August 20, 2013

Approved by Krum City Council September 9, 2013

Reviewed by Krum Library Advisory Board September 20, 2016

The following services can be expected by the customers of the Krum Public Library:

- Prompt, friendly, courteous and respectful service at all times.
- Provision of accurate, timely and useful information.
- Clearly identified library procedures and services.
- Knowledge of library policies and services and willingness to work on creative solutions to all patron inquiries.
- A quiet and orderly atmosphere conducive to every patron's use of the facilities.
- Opportunity for the public to submit suggestions, comments, and concerns.
- Courtesy and efficiency in resolving any complaints.
- All patron interactions and transactions conducted in accordance with our Confidentiality of Patron Records Policy.

Each staff member is a representative of the Library and is expected to offer a gracious and welcoming attitude to the Library's patrons. In return, we ask our patrons to treat our staff with respect.