

Bucks County Free Library

Customer Service

Customer Service Policy

Policy Statement

Bucks County Free Library's goal is to provide outstanding library service which includes helpful and knowledgeable staff, access to relevant information resources, and quality facilities. Library staff are the link between users and the Library's resources and services. As such, customer service is a top priority for the Bucks County Free Library.

We strive to provide accurate, efficient, and courteous library service to all users. The Library offers the same quality service to all users without regard to race, creed, color, national origin, religion, marital status, sexual orientation, or any other criteria which may be the source of discrimination.

Our Customer Service Standards are the foundation for all staff interactions with library users.

Regulations

Customer Service Standards

Bucks County Free Library upholds the following best practices for providing outstanding customer service.

The staff of Bucks County Free Library will:

- Treat everyone with courtesy, respect, and dignity in all circumstances
- Make patrons feel welcomed by greeting them, making them a priority, and helping them to the best of their ability
- Respect patron confidentiality and their right to privacy
- Listen attentively, ask follow-up questions, and provide information that is accurate
- Communicate in ways that are clear and easy to understand
- Find the best available strategy or solution for meeting user needs
- Be empowered and encouraged to make decisions in meeting user needs
- Work together and support each other in providing service
- Inform manager of issues in a timely manner
- Be empowered to provide constructive feedback to managers

- Keep informed of library collections, services, policies, and procedures
- Foster an environment of learning, discovery, and growth

Application of Standards

Every staff member is a representative of the Bucks County Free Library and is responsible for upholding our Customer Service Standards.

In applying these standards, staff members will be service-oriented, values driven, responsible, courteous, informed, and empowered. Staff will engage with others in a friendly, helpful, and positive manner. This applies even in difficult situations when they must enforce policies or deliver unwelcome news.

All interactions and transactions with patrons will be considered confidential and discussed only in a professional context.

Policies will be applied consistently.

By taking initiative and following through with meeting user needs, staff will aim to ensure that each library user leaves the library feeling that every attempt has been made to fully assist them. When a staff member is unable to comply with a request, they will attempt to offer an alternative or referral whenever possible.

Commitment to Supporting Outstanding Customer Service

Bucks County Free Library administration supports the customer service standards by:

- Recruiting and hiring customer service minded individuals
- Maintaining safe and welcoming environment
- Modeling the customer service standards
- Providing continuing education training and staff development opportunities

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