

CUSTOMER SERVICE

1. Library staff is expected to behave in a cordial, welcoming manner.
2. Telephone should be answered in a pleasant voice stating that "This is the Spirit Lake Public Library."
3. While there is no specific dress code, staff is expected to dress in clean clothing appropriate to a professional environment.
4. Staff in charge of the circulation desk may engage in other library-related tasks as time permits but their main responsibility is patron service. Reading for pleasure, personal e-mail, or computer games are not appropriate activities while on desk duty.
5. Staff should limit food and drink to the community room, the board room, or the staff room during break time.
6. Staff should limit personal phone calls as much as possible.
7. Library staff need not necessarily wait for a patron to ask for assistance. If someone is looking puzzled, offer guidance.
8. Staff in charge of the circulation desk should call other staff up to the desk for help if there are customers waiting or if staff is called away from the desk.
9. In any shift longer than four hours, staff members are entitled to a one-half hour paid break inside the building. Staff may be called to work during this break time if needed. Breaks are scheduled informally among the workers on duty.
10. Library staff members are all part of a team and should work cooperatively and pleasantly with one another. The library director and youth services director are the only staff members with supervisory responsibilities.
11. Staff members are encouraged to wear a badge denoting them as library staff.

9/10/2007

12/6/2010

12/7/2015