

Chatham-Kent Public Library

Customer Service Policy

Purpose

Chatham-Kent Public Library is known for its excellent customer service. CKPL staff take personal pride in providing a high quality, consistent service across all eleven branch locations. By providing excellent customer service, CKPL connects people to the thousands of resources available to CK residents. Staff work hard to establish rapport with patrons, building life long relationships with the members of their surrounding communities.

Staff improve their skill sets by completing training to provide the best customer service to CKPL patrons including training about book recommendations, programming, and how to work with the public. Upgrades are made to facilities to meet accessibility and community needs. CKPL also maintains a virtual presence through a virtual reference service, a regularly updated website, social media engagement and virtual programming.

To gauge success in our efforts to serve the community, CKPL will continue to track in-person visits, online website and catalogue visits, social media engagement, virtual and in person program attendance, circulation numbers and customer comments.

Library Services

The Library embraces its mission statement to be an indispensable centre of culture, community and learning in Chatham-Kent and will:

- provide and deliver timely, appropriate and innovative library services
- be a lifelong, authoritative and trusted source for information
- provide spaces for innovative and inclusive communities
- enable resource and information sharing

Communication

Communication skills are critical in a public library environment. The Library will continue to evolve and adapt to meet the changing needs of residents of Chatham-Kent. Opportunities for citizens to engage with the library will be provided. To fulfill this commitment the Library will:

- provide a forum for citizens to offer suggestions, comments and complaints about services
- respond to feedback in a timely fashion
- seek public feedback through online surveys promoted through social media channels
- inform and educate the public about the library through multiple formats

- promote and market library services through various media outlets and online
- provide access to staff by telephone, email and text to ensure patron needs are being communicated to library staff in a way that's convenient and accessible

Accessibility

In accordance with the Public Libraries Act, the Library Board is committed to providing convenient, free access to citizens throughout Chatham-Kent. To fulfil this commitment, the Library will:

- offer barrier-free library service with different card types to address the various issues that some of our patrons face, including homelessness and poverty
- provide opportunities for barrier-free access to services through fine-free initiatives
- provide opportunities to access library service both in person and virtually
- deliver virtual and in person outreach services
- be inclusive and welcoming for all
- continue to identify and address barriers to service delivery

Service Quality

CKPL recognizes that our valued staff are integral to ensuring patrons receive a high level of customer service and a good user experience. To fulfill this commitment, staff will:

- give the customer more than they expect
- be approachable and pleasant
- be good listeners and show empathy
- be proficient and professional

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Author: T. Sharpe

Background Documents: CKPL Accessibility Policy

For more information or alternative formats of this document, please email cklibrary@chatham-kent.ca.