

CUSTOMER SERVICE POLICY
Prairie-River Library District

Preface

The Prairie-River Library District is comprised of small-town libraries in Nez Perce, Idaho and Lewis counties and is a partner in the Valnet consortium, sharing resources and technology with libraries in north-central Idaho and south-east Washington. The mission of the Prairie-River Library District is to provide appropriate materials, resources, and staff to meet the informational, educational, and recreational needs of the patron. Toward that end, the staff of the Prairie-River Library District will endeavor to provide prompt, friendly service with courtesy and respect to all.

Introduction

The Prairie-River Library District is committed to providing courteous, responsive, quality service to our customers by fostering a respectful, positive, and welcoming environment for all. The Prairie-River Library District endorses high standards of customer service and supports it through a plan of employee trainings, leadership development and opportunities for customer input.

Customer Service Philosophy

We care about all of our customers and seek to give each one attentive service.

We listen to our customers and respond to their suggestions and concerns.

We seek out innovative approaches to serve our customers in the best ways possible.

We act responsibly to fulfill our mission of fair and equitable access to information and our commitment to the best stewardship possible of library resources.

We provide efficient service from knowledgeable, motivated, and well-trained staff.

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